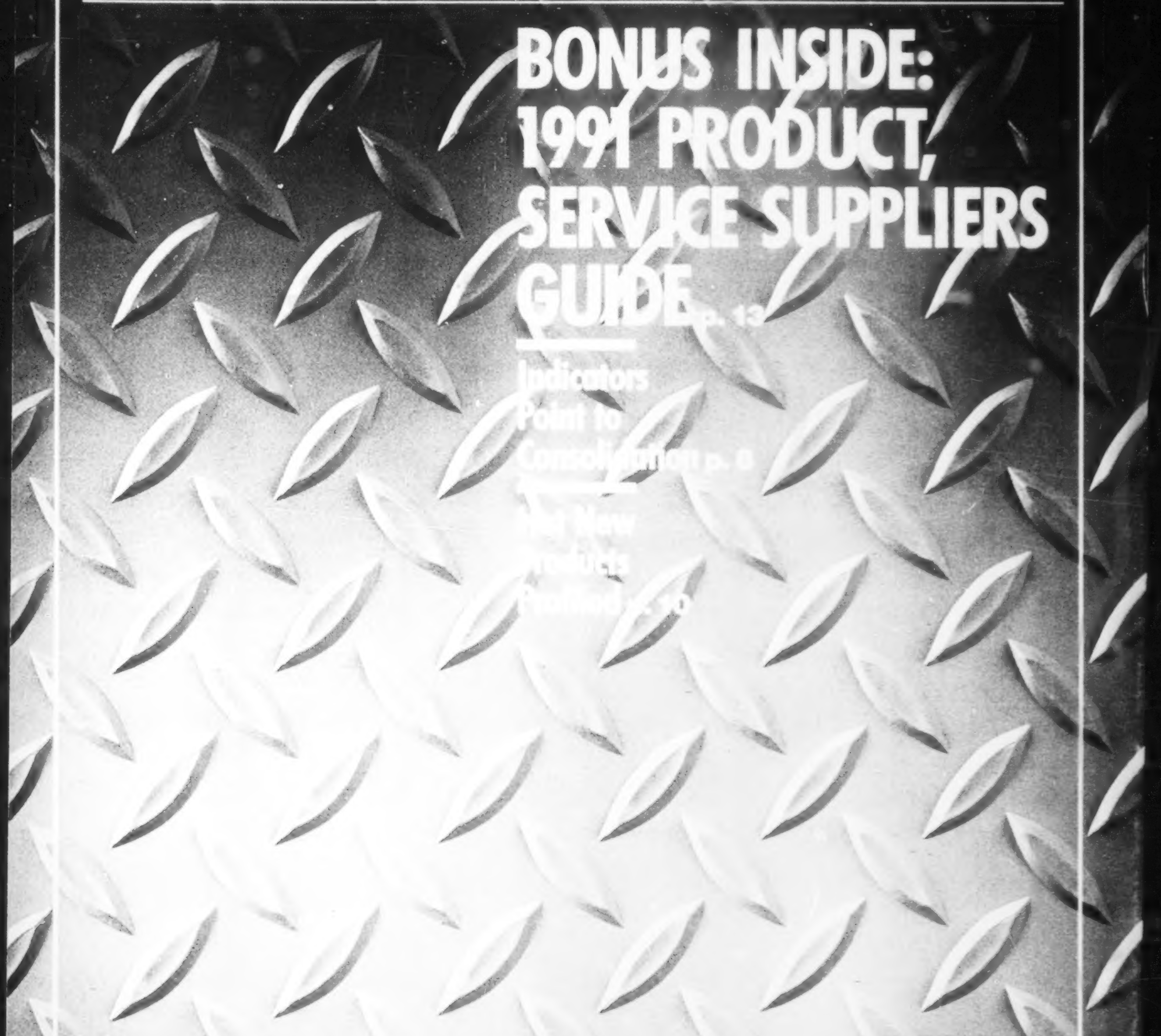
Keep This Issue for Purchasing Reference!

A CAHNERS PUBLICATION

NOVEMBER 1990

SECURITY

THE MAGAZINE FOR SECURITY DECISION MAKERS



BONUS INSIDE: 1991 PRODUCT, SERVICE SUPPLIERS GUIDE p. 13

Indicators Point to Consolidation p. 8

Hot New Products Profiled p. 10

SECURITY

T.M.

THE MAGAZINE FOR SECURITY DECISION MAKERS

A CAHNERS PUBLICATION/VOLUME 27, NUMBER 11/NOVEMBER 1990

DEPARTMENTS

7 **Editorial**

8 **Indicators**
SECURITY's Databank shows that manpower continues to satisfy two-thirds of security's needs despite technology advancements.

10 **Product Update**
Use your reader service card to get information on the products detailed.

13 **Index**
Find products and services quickly. Items are listed alphabetically with corresponding page numbers.

106 **Manufacturers Listings**
Alphabetical listing of security product manufacturers include addresses and telephone numbers.

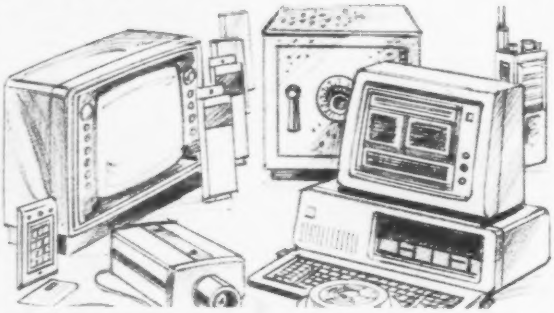
156 **Classified**

159 **Suppliers Index**

160 **Endpieces**

161 **Reader Service Card**

PRODUCT LISTINGS



SECURITY's *1991 Product, Service Suppliers Guide* covers the field.

17 **Electronic Access Control**
Systems, components, peripherals and related gear.

37 **CCTV, Surveillance & Communications**
Systems and components from CCTV to radio.

63 **Fire Protection, Detection & Controls**
Detectors, systems, extinguishers and accessories.

69 **Information & Computer Security**
From host to micro devices plus lock-down gear.

73 **Intrusion Detection & Controls**
Sensors, detectors, systems and components.

81 **Monitoring Equipment & Systems**
Remote, proprietary and facility systems.

87 **Outdoor & Perimeter Protection**
Cover sensors, high security entrances, glass and lighting.

93 **Safes & Locks**
Hardware, accessories, safes, vaults and time locks.

99 **Security Guard, Investigative & Office Products**
Supplies, equipment and office needs.

SERVICES LISTINGS

129 **Security System Installers**
Companies listed by geographic and specialty coverage.

131 **Guard Services**
Detailed by location and specialty.

132 **Investigative Services**
Geographic and specialty service.

135 **Security Consultants & Engineers**
Special expertise of consultants and engineers.

143 **Security-Related Services**
Couriers, records storage, destruction and testing.

150 **Continuing Education**
Associations, training and publications.

Cahners Publishing Company, A Division of Reed Publishing USA ☐ Specialized Business Magazines for Building & Construction ☐ Research ☐ Technology ☐ Electronics ☐ Computing ☐ Printing ☐ Publishing ☐ Health Care ☐ Foodservice ☐ Packaging ☐ ☐ Environmental Engineering ☐ Manufacturing ☐ Entertainment ☐ Home Furnishings ☐ and Interior Design. Specialized Consumer Magazines for Child Care ☐ Boating ☐ and Wedding Planning.
SECURITY (ISSN 0890-8826) is published monthly, except for March and August when two issues are published in national and separate editions, by The Cahners Publishing Company, A Division of Reed Publishing USA, 275 Washington St., Newton, MA 02158-1630. Terrence M. McDermott, President; Charles E. Moodhe, Senior Vice President/General Manager, Chicago Division; Jerry D. Neth, Senior Vice President/Publishing Operations; J.J. Walsh, Senior Vice President/Finance; Thomas J. Dellamaria, Senior Vice President/Production and Manufacturing; Ralph Knupp, Vice President/Human Resources. Circulation records are maintained at Cahners Publishing Company, 44 Cook St., Denver, CO 80206-5800. Phone: 303/388-4511. Second-class postage paid at Denver, CO 80206-5800 and additional mailing offices. Postmaster: send address corrections to ***SECURITY*** P.O. Box 173377,Denver, CO 80217-3377. ***SECURITY*** copyright 1990 by Reed Publishing USA; Ronald G. Segel, Chairman and Chief Executive Officer; Robert L. Krakoff, President and Chief Operating Officer; William M. Platt, Senior Vice President. Annual subscription rates for non-qualified people: USA, $59.95; Canada/Mexico, $89.95; other countries, $115 for surface mail and $165 for air mail. Special issues, including product directory, are $50. Except for special issues where price changes are indicated, single copies of regular issues are available for $10, $14 and $18 (USA, Canada/Mexico and foreign). Please address all subscription mail to ***SECURITY***, 44 Cook St., Denver, CO 80206-5800.

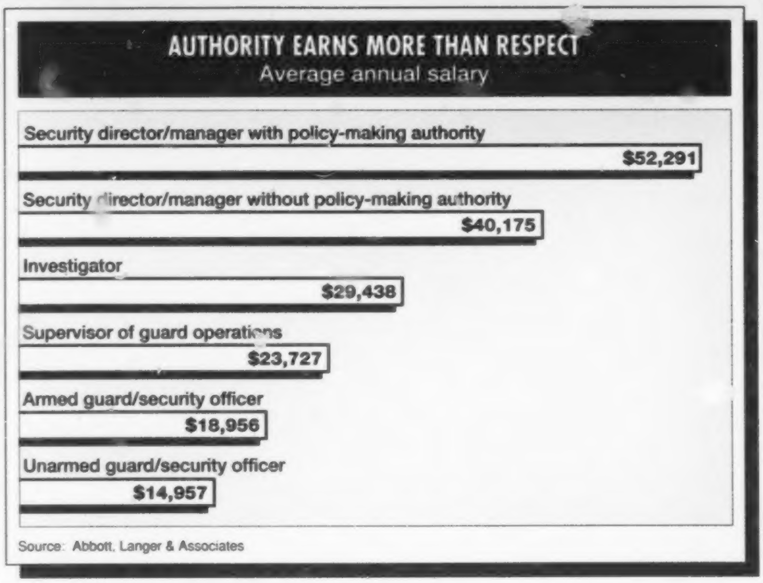
SALARIES

Salary Bargaining: Experience, Degree Do the Talking

Geography and personal background are the factors that determine attractive — or disappointing — security salaries. Specifically, experience, education, location, employer and company size all play a part during security decision makers' salary negotiations.

The sixth annual security/loss prevention survey by Abbott, Langer & Associates, Crete, Ill., finds that average yearly salaries for jobs ranging from security director to security officer vary by nearly $40,000.

Survey results show that security directors and managers with the highest annual income work for companies with 25,000 employees or more, have at least 25 years of experience, a graduate degree and the Certified Protection Professional (CPP) designation. Security directors and managers with policy-making authority who work for manufacturing organizations earn at least 17 percent more money than their non-manufacturing counterparts. Firms which manufacture chemicals, pharmaceuticals, plastic or rubber pay the most per year, averaging $76,581.



Source: Abbott, Langer & Associates

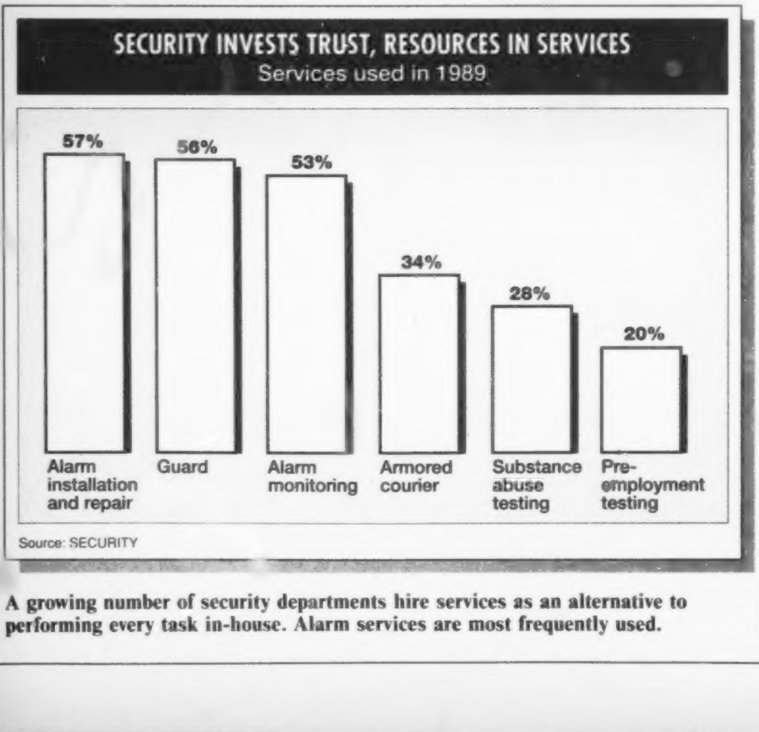
Policy-making security directors fare best on the security pay scale. Salaries for security directors who don't set policy increased more than 12 percent in 1990.

The average salary for security directors and managers with policy-making authority is $52,291, more than 9.6 percent higher than last year's average. Policy-making security directors with 25 or more years experience earn an average $58,759. The CPP designation is a ticket to at least 26 percent more money; a graduate degree, 41 percent more.

SERVICES

Security Looks Outside For Help With Varied Tasks

Security's expanding role within organizations means big business for service firms, SECURITY's 1990 Forecast Study finds. As the lines between security, facilities management and human resource tasks continue to blur, security increasingly turns to outside services.



Source: SECURITY

A growing number of security departments hire services as an alternative to performing every task in-house. Alarm services are most frequently used.

Among all service categories, alarm installation and repair companies and guard services most often earn security's business. More than half of security decision makers — 57 percent — employ alarm service firms. Fifty-six percent employ contract officers.

Newer service categories such as disaster planning and badging are catching security's eye. Among respondents, 5 percent use badging services and 11 percent look outside for help with disaster planning. Services which conduct pre-employment testing and background investigations also attract security's business. At least one in five decision makers hires services to assist with these personnel-related tasks.

Security invests its trust in security consultants too. Thirteen percent employ consultants to assist with problem solving.

Use of services varies widely by business type. Finance most often uses alarm, off-site storage and armored courier services. Industry most likely hires guard and substance abuse testing services. Number of employees also affects organizations' decisions to seek outside expertise. Smaller organizations most often hire alarm services; larger firms more often hire contract guards.

Hot Event: ISC West '91, Jan. 9-11, Anaheim, Calif. p. 31

A CAHNERS PUBLICATION

DECEMBER 1990

SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS

Combating Suite Crimes p. 36

The Growing Influence of Consultants p. 65

Bonus Report: The Security Officer Dilemma p. 45

Pullout and Post: 1991 Security Events p. 75

Equipment Focus: Document Destruction Gear p. 68

ACHIEVEMENT AWARD WINNER

A PASSION FOR QUALITY

p. 32

James Jessee, CPP
Corporate Security Director
Procter & Gamble Co.

SECURITY

T.M.

THE MAGAZINE FOR SECURITY DECISION MAKERS

A CAHNERS PUBLICATION/VOLUME 27, NUMBER 12/DECEMBER 1990

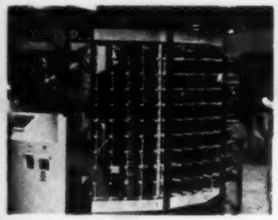
DEPARTMENTS

1 **Express Request**

7 **Editorial/Masthead**

10 **Security Indicators**
Data protection market fueled by concern. Readers support FAA airport security appointments.

13 **Idea Exchange**
Campus crime reporting now mandatory.



The ultimate in built-in security. (p. 13)

19 **Strategies**
Training resources help managers navigate.

21 **Issues**
Handicap legislation requires security attention.

31 **Events**

FEATURES

32 **Cover Story**
BUSINESS-FIRST CREED GOES TO WORK
SECURITY's Executive Achievement Award recipient exemplifies the business manager first, security specialist second school of thought.

Setting a professional example is James Jessee, Executive Achievement Award recipient. (p. 32)

36 **SUITE CRIMES**
White collar criminals are a costly, emerging threat. Experts discuss what security can do to control this business crime.

41 **SUITE CRIMES PROD SECURITY TO TEAM UP AND SPECIALIZE**
Teamwork gains attention as territories, responsibilities shift.

42 **PROTECTING THE INDOOR PERIMETER**
Perimeter protection technology is marked by reliability and low visibility.

45 **BONUS**
REDEFINING OFFICER INVOLVEMENT
The faces may change but the issues remain. Managing security officers requires attention to today's challenges.

On the Cover
James Jessee, corporate security director, Procter & Gamble Co., Cincinnati, determines security policy for a multinational corporation with a business manager-first philosophy. (p. 32)

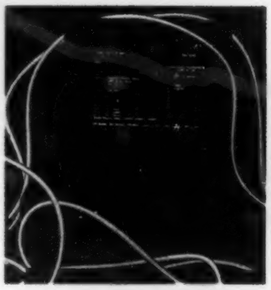
SERVICES

65 **Consulting/Engineering Growth Leads Industry Into 2000**

EQUIPMENT FOCUS

68 **Document Destruction Equipment Turns Sensitive Material to Shreds**

84 **Product Update**



This radio communications system, plus 25 more products, featured. (p. 84)

94 **Literature**

95 **Classifieds**

97 **Suppliers Index**

98 **Endpieces**

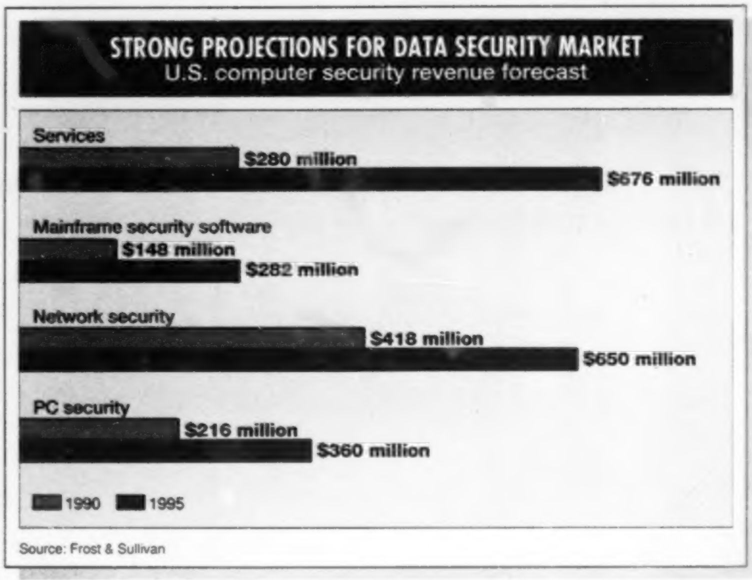
99 **Reader Service Cards**

Cahners Publishing Company, A Division of Reed Publishing USA ☐ Specialized Business Magazines for Building & Construction ☐ Research ☐ Technology ☐ Electronics ☐ Computing ☐ Printing ☐ Publishing ☐ Health Care ☐ Foodservice ☐ Packaging ☐ ☐ Environmental Engineering ☐ Manufacturing ☐ Entertainment ☐ Home Furnishings ☐ and Interior Design. Specialized Consumer Magazines for Child Care ☐ Boating ☐ and Wedding Planning.
SECURITY (ISSN 0890-8826) is published monthly, except for March and August when two issues are published in national and separate editions, by The Cahners Publishing Company (Subscription includes all issues). Cahners Publishing Company is a Division of Reed Publishing USA, 275 Washington St., Newton, MA 02158-1630. Terrence M. McDermott, President; Charles E. Moodhe, Senior Vice President/General Manager, Chicago Division; Jerry D. Neth, Senior Vice President/Publishing Operations; J.J. Walsh, Senior Vice President/Finance; Thomas J. Dellamaria, Senior Vice President/Production and Manufacturing; Ralph Knupp, Vice President/Human Resources. Circulation records are maintained at Cahners Publishing Company, 44 Cook St., Denver, CO 80206-5800. Phone: 303/388-4511. Second-class postage paid at Denver, CO 80206-5800 and additional mailing offices. Postmaster: send address corrections to ***SECURITY*** P.O. Box 173377,Denver, CO 80217-3377. ***SECURITY*** copyright 1990 by Reed Publishing USA; Ronald G. Segel, Chairman and Chief Executive Officer; Robert L. Krakoff, President and Chief Operating Officer; William M. Platt, Senior Vice President. Annual subscription rates for non-qualified people: USA, $59.95; Canada/Mexico, $89.95; other countries, $115 for surface mail and $165 for air mail. Single copies are available for $10, $14 and $18 (USA, Canada/Mexico and foreign). Product source guide is available for $50. Please address all subscription mail to ***SECURITY***, 44 Cook St., Denver, CO 80206-5800.

SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.

DATA SECURITY BANK


STRONG PROJECTIONS FOR DATA SECURITY MARKET
U.S. computer security revenue forecast

Source: Frost & Sullivan

Fear of computer viruses fuels the market for computer security products. Heavy demand for services and network security devices will continue through 1995.

INFORMATION SECURITY

Virus-Wary American Firms Nourish Data Protection Product, Service Market

Media exposure turned the "computer virus" into a household phrase. Hype aside, information security professionals say viruses threaten healthy computer networks. The latest computer security revenue figures from Frost & Sullivan, New York, reflect this fear.

"The U.S. Market for Information Security Products & Services" says American firms currently spend more than $1 billion a year to protect computers. The report forecasts tnat $1.97 billion will be spent in 1995 to guarantee the integrity of data from viruses, tampering, natural disasters and other risks.

One-quarter of survey respondents have already been hit by a computer virus. They report that more organizations are turning to full-time data security officers. Computer security departments most likely write policies, evaluate vendors and determine needs and products, the survey says.

Computer security services and network security are the hottest growth areas. Frost & Sullivan expects the 26 percent market share for services to expand to 35 percent by 1995. As the number of networks and amount of data grow, network security tools are another hot commodity. Less than 20 percent of networks currently use security devices or software.

PC security is a slower-growth category. Physical security products, such as anti-theft devices for PCs, are more widely accepted than electronic access or encryption devices. PC software is making limited progress as a tool for disaster planning.

Frost & Sullivan predicts replacement and consolidation will characterize the market for mainframe access control packages.

SECURITY SURVEY

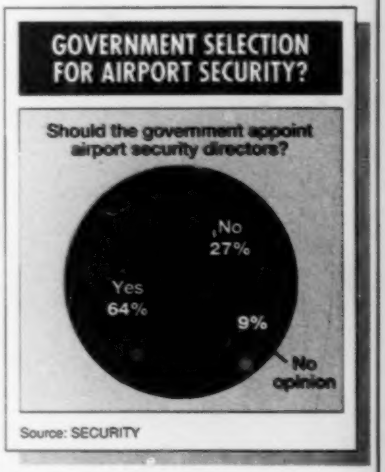
Survey: FAA Should Appoint Airport Security Managers

The government should hire those who head airport security, says SECURITY's Third Quarterly Telephone Survey.

Among respondents, 64 percent agree that the federal government — through the Federal Aviation Administration — should appoint security managers at U.S. airports. Security decision makers working for the government or institutions most favor this proposition: 73 percent and 80 percent, respectively.

SECURITY's Third Quarterly Telephone Survey also asked readers how the chain of command and security decision making process at their organizations have changed over the past three years. Thirty-eight percent report changes in these areas. Additions to and subtractions from the chain of command are the most common shifts. Among respondents, 10 percent cite additions to the chain of command.

Survey respondents also disclosed what they feel are the most successful job hunt strategies. Employment services, "headhunters," trade magazines and networking are the best strategies, the survey says.


GOVERNMENT SELECTION FOR AIRPORT SECURITY?

Source: SECURITY

Most security decision makers support FAA security director appointments.

PURCHASING

Varied Dealer Stock Attracts Security Shoppers

Security decision makers who are searching for an assortment of security products can often find what they're looking for at a security dealer. This is according to "A Survey of Security Industry Dealers on Customer Demands and Marketing Trends," conducted by KingAlarm Distributors, Hackensack, N.J.

The KingAlarm survey finds that — in addition to intrusion detection and alarm equipment — more than half of surveyed dealers sell fire alarm, CCTV and telephone systems. Nearly one-third sell card access systems.

Despite stock variety, 46 percent of dealers surveyed make the most money from labor charges rather than equipment sales.

Dealers are a favorite source for security equipment purchases. SECURITY's 1990 Second Quarterly Telephone Survey found that dealers were the most popular source for new product purchases among security decision makers. Forty-nine percent purchased equipment at dealers in the last year, versus 32 percent who looked to distributors and 19 percent who bought equipment directly from manufacturers.

DEALER VARIETY ATTRACTS SECURITY

These commercial buyers shop at dealers (in order of frequency):

1. Medium-sized companies
2. Small companies
3. Large companies

In addition to basic security systems dealers also sell:

- Fire alarm equipment 65%
- CCTV 63%
- Telephone systems 54%
- Card access systems 30%

Source: KingAlarm

Security dealers appeal to medium-sized firms seeking product variety.

NEWS

Security Wrap-Up: Hotels, Employee Privacy

▶ When asked to rank the single most important factor in choosing a **hotel,** American business executives rank safety and security as second in importance, preceeded only by convenient location. The recent Swissotel poll finds business travelers give less priority to service, price, restaurants, health club facilities and prestigious hotel name than to security.

▶ A Conference Board **employee privacy** survey of 393 U.S., European and Canadian firms finds that more thorough solicitation of information from applicants and increased retention of data are perceived as effective policies. More than two-thirds of all participants say searches and electronic monitoring are ineffective or counterproductive; nevertheless, such practices are fairly widespread among the U.S. firms represented. Among all firms surveyed, 65 percent give employees written notice of some or all search or electronic monitoring practices. Company restrictions of off-duty conduct are rare among all regions surveyed.

ENVIRONMENT

Environment Gains Importance In Public Concern Survey

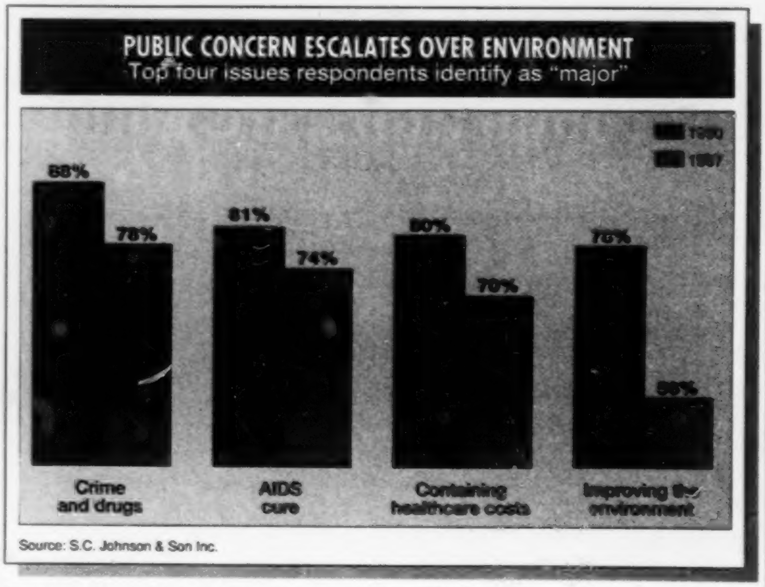
Crime, drugs, curing AIDS and containing healthcare costs are issues that most concern Americans, says "The Environment: Public Attitudes and Individual Behavior," a study commissioned by S.C. Johnson & Son. Inc., Racine, Wis.

Improving the environment ranks fourth in S.C. Johnson's survey; however, the number of Americans who say major efforts are needed to improve the environment jumped from 56 percent in 1987 to 78 percent in 1990. This 22 percent change represents the largest increase in public concern over any of the 12 national problems surveyed.

Americans want to shift the blame for environmental problems to others despite growing awareness of the issue, the study finds. Among respondents, 61 percent say large companies cause and should solve America's environmental problems. Sixty-nine percent say the government has not passed enough laws to protect the environment.

Respondents feel that problems such as water pollution and chemical waste contamination are beyond an individual's control. Seventy-two percent say new regulations are needed to promote responsible individual behavior and to ensure environmentally safe products and manufacturing processes.

Jane Hutterly, S.C. Johnson's director of worldwide environmental actions, calls for a significant education effort on the causes affecting the environment. Paper products, food and yard waste — as opposed to plastics and disposable diapers — cause the most solid waste, Hutterly says.


PUBLIC CONCERN ESCALATES OVER ENVIRONMENT
Top four issues respondents identify as "major"

Source: S.C. Johnson & Son Inc.

Concern about the environment is escalating. The issue has gained more public attention in recent years than crime.

SUITE CRIMES

From bookkeepers to CEOs, white collar criminals are a costly, emerging threat.

By Bill Zalud
Editor

- A chauffeured limousine brought bookkeeper Tara Gloria Lewis of Silver Spring, Md., to work each day. Recently, Lewis has plead guilty to embezzling $340,000.
- Richard Bober, vice president of New Jersey-based Coated Sales Inc., made $12 million on company stock. Bober plead guilty to inflating financial figures to cause the windfall.
- Steve Clark, Arkansas Attorney General, traveled out of state, using a state credit card to cover expenses. A jury recently convicted him of theft by deception.
- Security at New York Telephone Co. uncovered alleged improprieties in awarding contracts. Thanks to a year-long inquiry, at least 15 people left the firm. The Manhattan District Attorney is pursuing 80 employees.

Escalating for years, insider stealing, embezzlement and fraud by company executives, managers and professionals has reached massive proportions. And security is more involved in prevention, investigation and punishment.

"There's a serious increase in some very simple frauds that add up to millions. There are also more $1-million-plus incidents too," says Don Walker, president, Business Risks International, Nashville, a consulting and investigative firm.

"Crime in the Suites"

U.S. Attorney General Dick Thornburgh calls it "crime in the suites." Especially hard hit: financial institutions. Over the past two years, Thornburgh's troops have convicted 131 CEOs, board chairmen, presidents and other top officers.

"We were woefully understaffed," admitted Thornburgh after a mid-1988 department review. Some companies are in a similar bind. "Business is not always equipped to detect white collar crime," says Roger Schmedlen, CPP, of Loss Prevention Concepts Ltd., Hartland, Mich. Schmedlen's firm provides international consulting and fraud detection services.

Control Conspiracies

More troubling: Insiders, at the lever of controls, often cover up a scam or join in. Auditors, lawyers, accountants, regulators and real estate brokers share blame in the savings and loan debacle.

Yet security and law enforcement have new tools, innovative programs and a strengthened commitment to battle white collar crime.

Incidents mostly involve one person acting alone or, less often, with an outsider. A standard scenario, says Walker, finds an employee, not always in purchasing but with authority to buy certain goods and services, setting up a fictitious company. "He submits invoices for services not rendered or goods not purchased. Payment goes to the fake company," he says.

Check for Warning Signs

No matter the scam, there often are warning signs: unexplained shortages, a change in transactions, copies replacing originals, something amiss with a person who OKs payments or purchases, warranty adjustments — even office gossip.

Some signs are computer-bound. "Virtually all records subject to audit are on automated systems," points out Charles H. Le Grand, CDP, CISA, manager, advanced technology, The Institute of Internal Auditors, Altamonte Springs, Fla.

Technology just emerging also will spur white collar crime, complicating security's efforts. Electronic Data Interchange (EDI) communication and Just-In-Time (JIT) inventory and manufacturing systems hold unknown weaknesses.

Fighting such white collar threats has escalated, too.

Start at the Top

"Security that's assertive on white collar crime," points out John Case, president, John D. Case & Associates, San Diego, Calif., "starts with top management. Without their support, what is a crime and who committed one will be politically-driven. That sends the wrong message to a company's employees."

Security can help write a code of conduct or business policies, if none now exists. "Mandate proper behavior by all employees," advises Mark Geraci, director, corporate security, Bristol-Myers Squibb Co., New York City.

Business isn't always equipped to detect white collar crime.

New York Telephone has increased its company-wide ethics program, after finding a pattern of poor behavior.

An awareness program should "define and communicate to everyone what's right and what's wrong," says Ed Stamper, vice president, The Network, Atlanta, Ga., which provides guidance on employee awareness and involvement programs. Incentives that reward good behavior are vital. "We all want recognition, whether money or a pat on the back," he adds.

Tougher Prosecution Policy

Company policies should also include prosecution, with punishment based on the crime and not the individual. "Consistent prosecution pays off," says Charles Botkin, former corporate director of security at Zenith Electronics, and now with CS&R Checkmate Consulting, Chicago, as director and investigative specialist.

"There are easy-to-manage financial

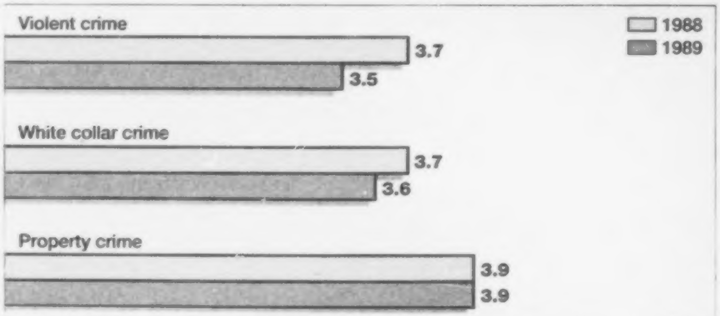
DIRTY WHITE COLLAR
Private security ranks important worries

Substance abuse	54.5%	
Property crime	50.5%	
White collar crime	25.2%	<<<
Violent crime	21.2%	
Liability	21.2%	
Ethics	18.5%	<<<
Computer crime	15.8%	<<<
Theft of secrets	7.7%	<<<
Terrorism	5.4%	
Product counterfeiting	5.0%	<<<
Product tampering	4.5%	
Arson	3.6%	

Source: SECURITY

White collar and related crimes account for about one-third of security concerns.

CONCERN RISES
Security sees white collar threats expand



Source: SECURITY

Security believes that the white collar threat is greater.

What the Experts Say

Here's advice from the experts:

- "Talk with employees about profits and losses and how inside crime hurts everyone." — Sandy Jones, Security Industry Association.
- "Look for the executive who pushes policy as far as possible without breaking the rules." — Don Walker, Business Risks International.
- "Encourage employees to help prevent the problem." — Ed Stamper, The Network.
- "Cover three bases: physical security, systems security and information security." — Charles Le Grand, Institute of Internal Auditors.
- "Follow the money." — Charles Botkin, CS&R Checkmate Consulting.

controls," advises Walker. These include trend analysis in accounts payable, red-flag new accounts, dollar limits for early warning and a vendor verification program.

"Further limit access to reduce temptation," advises Sandy Jones of the Security Industry Association, Santa Monica, Calif. "Educate employees on profits and losses and crime's impact."

Security's keen eye on high risks also pays off. Target disgruntled executives — people who feel unrecognized or discriminated against, advises Walker.

Law Enforcement Synergism

New laws and renewed prosecutor support play an increasing role. The new federal crime bill is especially tough on financial institution fraud.

Also in late October, the U.S. Sentencing Commission proposed harsher penalties — what Commission chair William W. Wilkins Jr., calls a "carrot-and-stick approach (with) incentives that encourage companies to deter, detect and report criminal conduct by employees."

Some prosecutors are toughening on "chump change" frauds, refusing to knock down smaller frauds to misdemeanors. "Fast Track," a program at the U.S. Attorney's Office in Los Angeles, helps train security executives about fraud investigations and court-proof evidence and follows through with targeted prosecution of smaller-time criminals. Says Chief Assistant Terry Bowers, "We have scores of cases and get solid business cooperation."

Have a consistent prosecution policy — and use it.

Use of Consultants

There are a number of service firms and specialists that can help, too.

"The security decision maker can't be an expert in everything," says Walker. Fraud investigators can help security better handle future incidents and bridge the gap between disciplines by "educating internal auditors on ramifications of drug problems," for instance, he says.

A few outside accounting firms have brought in security experts. "We combine the investigative mindset with an accountant's knowledge," says Thomas Creal, director, litigation services and investigative specialist for CS&R Checkmate Consulting, a Chicago-based affiliate of Checkers, Simon & Rosner, one of the nation's 25 largest CPA firms.

Adds Botkin, "Security experts are there to follow the money."

New Specialties Emerge

Hybrid specialties have emerged. The fast-growing National Association of Certified Fraud Examiners, Austin, Texas, paces white collar crime's rise.

Also emerging is criticism of some financial controls, notably internal audit and outside accounting.

In the New York Telephone investigation, both the New York State Public Service Commission and the utility are reviewing the firm's internal auditing "breakdowns," according to a company spokesperson.

At times, security and financial specialists are out of sync. When no one person is responsible for detecting fraud, contends Schmedlen, no one catches it.

"Security and internal auditors should complement one another," adds Geraci. "Everyone should work together — right to prosecution."

With security more involved, knowledgeable about diverse types of white collar crime and able to work more closely with allies, the growing insider threat is better managed. ☐

SUITE CRIME BLUES

Cost in addition to dollar losses to business
- Increased cost of insurance
- Security, internal audit costs
- Investigations, prosecutions
- Reduced profits
- Weakened competitive standing
- Lower employee morale
- Loss of productivity
- Damage to reputation
- Deteriorated service
- Threat to business survival
- Higher overhead

To government
- Investigations, prosecutions
- Correctional programs
- Crime prevention programs
- Crime reporting
- Mandated security programs
- Loss of tax revenue

To the public
- Increased cost of goods, services
- Loss of investor equity
- Increased taxes
- Reduced employment

Source: Hallcrest Report II

There are mounting indirect costs of white collar crime that affect everyone in the economy.

Crime-Fighting Tools Available

Need more information on white collar crime?

Reading: A free brochure, "White Collar Crime: Loss Prevention Through Internal Control," is from Chubb Group, Warren, N.J. 07060. Or read *White Collar Crime 10! Prevention Handbook* by Jane Y. Kusic. It's $8.95 and available from 8300 Boone Blvd., Suite 500, Vienna, Va. 22182.

Continuing Education: The American Society for Industrial Security (ASIS) White Color Crime Committee has put together the White Collar Crime Conference, April 17 to 18, in Washington, D.C. Contact ASIS at (703) 522-5800. Luncheon speakers are FBI and Secret Service directors.

Associations: American Management Association, 135 W. 50th St., New York, N.Y. 10020; (212) 586-8100. American Society for Industry Security, 1655 N. Fort Myer Dr., Suite 1200, Arlington, Va. 22209; (703) 522-5800. The Institute of Internal Auditors, 249 Maitland Ave., Altamonte Springs, Fla. 32701-4201; (407) 830-7600. Bank Administration Institute, 60 Gould Center., Rolling Meadows, Ill. 60008; (708) 228-2339.

Government Input: United States Sentencing Commission, Attn.: Honorable William W. Wilkins Jr., 1331 Pennsylvania Ave., NW, Suite 1400, Washington, D.C. 20004.

The Move Is to Quality as Officer Growth Slows, Tasks Diversify

Bill Zalud
Editor

Quality means more today. "It also costs more. Our challenge is to field quality security officers at a competitive price," says Dr. Robert W. Overman, vice president and manager of human resources at Guardsmark Inc., Memphis, Tenn.

Overman shares his dilemma with inhouse employers. To help out, more quality assurance is built into screening, supervision and training.

The shift away from price as a sole criteria isn't total. "Smokestack firms tend to look no farther," adds Vince Ruffolo, president, A&R Security Services, Blue Island, Ill.

Huge Labor Force

It's easy and dangerous to treat officers as a commodity. They are a major labor force. "About one of every 100 working adults is a security officer," says Joe Arwady, vice president, marketing, Burns International Security Services, Parsippany, N.J.

Yet in today's down economy, employment will probably flatten. Pressure to downsize comes with a competing demand: Do more with less.

"Our core is plant protection and access control — that's 60 percent of our posts," comments Arwady. Yet imaging and public relations play a greater role. The upshot: evolving hiring and supervision demands. Also remaking the officer: facilities management-type tasks, unwelcome by security purists.

Some officers deliver mail, drive a van, check process controls or pull maintenance. For contract firms, it's potentially lucrative. "We're a people-oriented service. Why limit ourselves?" Ruffolo says.

Screening Tools Increase

No matter the officer task, quality has its challenges. For example, a bag full of screening tools can confuse an already complicated hiring process.

Facilities management tasks remake the typical officer profile.

Every employer screens to some degree: interviews; reference and credit checks; fingerprint and criminal background checks; integrity, psychological and polygraph testing are common. Each has advantages, disadvantages and costs, says Minot Dotson, executive vice president, Pinkerton Security and Investigation Services, Van Nuys, Calif.

Recently, integrity and psychological tests have been in the spotlight.

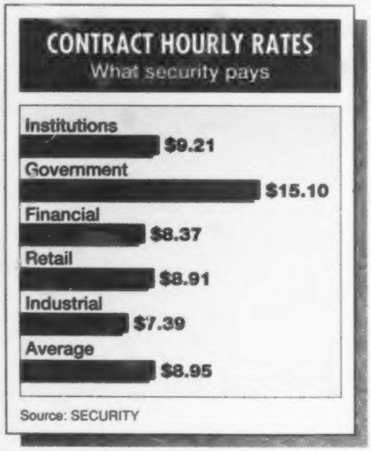
Integrity tests ideally provide a measure of the propensity of an individual to be involved in counterproductive behavior, according to Stephen M. Coffman, Reid Psychological Systems, Chicago.

Clinically-based tests — the MMPI, California Personality Inventory, IPI — look at broad-range issues of psychological makeup. A clinician or psychologist then determines overall general mental health, says Coffman.

Measuring Propensity

Integrity test publishers believe there's little difference in hiring outcome between the two. Says Coffman, "Our results have been researched and compared against clinically-based tests. The studies prove a strong relationship" between the scores.

Many use tests among screening tools because "quality starts at the beginning," points out Gordon Ellis, chief operating officer, Security Bureau Inc., Pittsburgh, Pa. "The job is more sophisticated." Contract security also is tailoring incentives. For instance, SBI uniquely offers a bonus program that's based upon what the client wants as improvement measure. "Rewards and incentives breed quality, too," concludes Ellis. ☐



Source: SECURITY

Low officer rates challenge the push to higher quality, lower turnover.

CONTRACT OFFICER POPULATION

[illegible]rgest segment grows more slowly

	1980 Employment	1990 Employment	Annual Growth Rate	2000 Employment	Annual Growth Rate
Officers	330,000	520,000	5%	750,000	4%
Total	556,200	965,000		1,472,000	

Source: Hallcrest Report II

Contract officer ranks will grow more slowly, while proprietary ranks decrease. This trend may reverse itself in the late 1990s.

SECURITY SERVICES

A guide to selecting and staying informed on security services.

Consulting/Engineering Growth Leads Industry Into 2000

By Rebecca D. Russell
Senior Editor

Consulting services is "one of the fastest growing segments of the security industry," says John Strauchs, president, Systech Group Inc., Great Falls, Va., and *Hallcrest Report II, Private Security Trends 1970 to 2000* co-author.

In September, SECURITY exclusively published an article on details of the influential *Hallcrest Report II*. This watershed report contains details about every aspect of the security industry, including security consulting services.

Strauchs, along with co-authors William Cunningham and Clifford Van Meter, identifies security consulting as serving four key areas: management, executive protection, computer security and engineering-related concerns.

CONSULTANTS/SECURITY ENGINEERS PROFILE

	1980	1990	2000
Estimated annual revenue	$80,000,000	$330,000,000	$1,050,000,000
Percent of market share (vs. other segments)	1%	1%	2%
Total companies	270	800	1,400
Total employees	1,200	2,900	6,200
Annual growth rate	15%	12%	12%
Annual earnings per company	$300,000	$412,000	$750,000
Employees per company	4	4	4
Salary per employee	$24,000	$40,000	$59,000

Source: *Hallcrest Report II*

Security consulting growth outpaces other industry segments.

The table above incorporates information not included in *Hallcrest Report II*. Growth for consulting/security engineering outpaces other industry segments studied, including contract guards and alarm companies. For the current decade, growth is pegged at 12 percent.

Growing With Good Reason

Strauchs cites four primary reasons for this growth.

- Corporate security departments increasingly contract for help. "A lot more companies are contracting out because it is cheaper for them," Strauchs says.
- Security is more complex. Strauchs explains: "No one expects corporate security directors and their staffs to know everything. They are more willing to bring in outside expertise."
- Professionalism has increased significantly, thanks to the Certified Protection Professional (CPP) designation awarded by the American Society for Industrial Security. "The percent with a CPP will be higher than average for the [consulting] industry. It's often their single credential," Strauchs says.
- Industry organizations strengthen the consultant image. In particular, the International Association of Professional Security Consultants fosters professionalism, he says.

Consulting services is "one of the fastest growing segments of the security industry."
John Strauchs, Systech Group Inc.

Strauchs says it is difficult to identify industry size because no one source tracks this data. Clouding the issue is the fact that many businesses claim to offer consulting services when they may actually serve another purpose.

Shaping an Industry

Yet *Hallcrest Report II* estimates show that annual revenue grew from $80 million in 1980 to $330 million in 1990. The authors expect revenue to pass $1 billion in 2000.

The number of organizations offering security consulting services has been steadily increasing. In 1980, the total number of companies was 270, each bringing in an estimated $300,000 per year. In 1990, that number increased to 800 companies, with earnings of $412,000. By 2000, *Hallcrest Report II* estimates the total will be 1,400 companies with earnings reaching $750,000 each.

SECURITY SERVICES

Despite this growth, the average number of consultants at each firm remains constant at four. For those consultants, salaries increased steadily as well: 1980, $24,000; 1990, $40,000; 2000, $59,000.

Ray Chambers, IAPSC executive director and president of Assets Protection Systems Associates Inc., Largo, Fla., agrees that consulting is growing — but contends *Hallcrest Report II* statistics may be "optimistic." Chambers says consultants see more work today as a result of corporate down-sizing and cutbacks, which prompt organizations to explore other security options. If cutbacks continue, he says, more experienced decision makers may join the ranks of consultants themselves.

Chambers says corporate downsizing and cutbacks prompt organizations to use more consultants.

Hallcrest Report II, Private Security Trends 1970 to 2000, is published by Butterworth-Heinemann, a leading private security industry publisher. The 384-page hard cover book costs $45. Order by contacting Butterworth-Heinemann at 80 Montvale Ave., Stoneham, Mass. 02180; (800) 366-2665.

Security Engineering Specialty Grows

Bundled into the security consultant label within *Hallcrest Report II* are security engineers. John Strauchs is himself a member of this industry segment.

"Right now the need for security engineering consultants seems to be driven by electrical engineers and architects," Strauchs says. Most large-scale new construction — such as office buildings — today incorporate security systems into construction. Consequently, electrical engineers and architects are more interested in sharing liability. In addition, these professionals don't know security hardware as well as specialists, so they are more willing to hire consultants for expertise.

He foresees increasing state-level regulation of security engineering within 10 years. Strauchs says growth for this segment of the consulting sector appears to follow the same pattern of development that fire protection engineering took in the 1950s. Ultimately, those professionals now must meet requirements of certification.

Hindering growth here is the lack of security engineering-specific training. Strauchs says many practitioners first worked with a defense department-related organization. However, he anticipates that schools will begin to offer civil engineering courses that include concentration in security engineering.

SECURITY BRIEFINGS

▶ **Is two percent enough?** That's the question in a landmark report on corporate training by the American Society for Training & Development and the U.S. Department of Labor Employment & Training Administration.

The report contends that American employers spend about $30 billion, or one to two percent of payroll annually, on formal training for workers. Most (about 69 percent) is training designed, developed and delivered in-house. The rest comes from colleges, technical schools, professional and trade associations, the training industry and government.

The report, "Training Partnerships," is free to SECURITY readers from Fulfillment Department, American Society for Training & Development, 1630 Duke St., Alexandria, Va. 22313; phone (703) 683-8118. Mention SECURITY magazine.

▶ **Under a rock publishing.** For $39.95, CEP Inc., Boulder, Colo., will sell anyone a new VHS videotape, "High Speed Entry." CEP's new catalog claims that after watching the video, "You'll have no problem going right through high security locks, hard-plate protection, rim and mortise cylinder dead bolts, brick walls and steel bars." The tape is marketed, says CEP, to locksmiths, SWAT teams, detectives, repo-men or serious hobbyists.

The company also boasts a video on "Whispering Death — Secrets of Improvised and State-of-the Art Silencers" and a hot-selling book, *How to Get Anything on Anybody.*

Complain to the Boulder police and the Colorado Attorney General.

▶ **A new organization** takes aim at high-tech crime. The High Technology Crime Investigation Association brings together professional computer security personnel from industry and law enforcement to provide a training and education forum says James Rogan, HTCIA chairman of the board and information security manager at Northrop Corp., Los Angeles.

With more than 250 members, it provides a network of professional expertise to help membership when needed. "The HTCIA fills a void and provides a ready source of expertise to industry, law enforcement and the district attorney communities," Rogan says.

For more about the organization contact HTCIA, National Headquarters, P.O. Box 1173, Sun Valley, Calif. 91353-1173.

OTA Speaks, Industry Listens

The long-awaited Office of Technology Assessment (OTA) integrity tests report was greeted with less than enthusiastic response.

OTA, the research service for Congress, cited potential problems with errors in results, discrimination, privacy and misclassification.

"The OTA paper is inconclusive, ambiguous and misleading," says Dr. Jack Jones of London House Inc., Park Ridge, Ill. However, he says the doubts raised will not translate into legislative action.

Positive aspects of the study: two independent reviews conclude tests are valid, reliable and fair; OTA reports that tests are fair to protected groups.

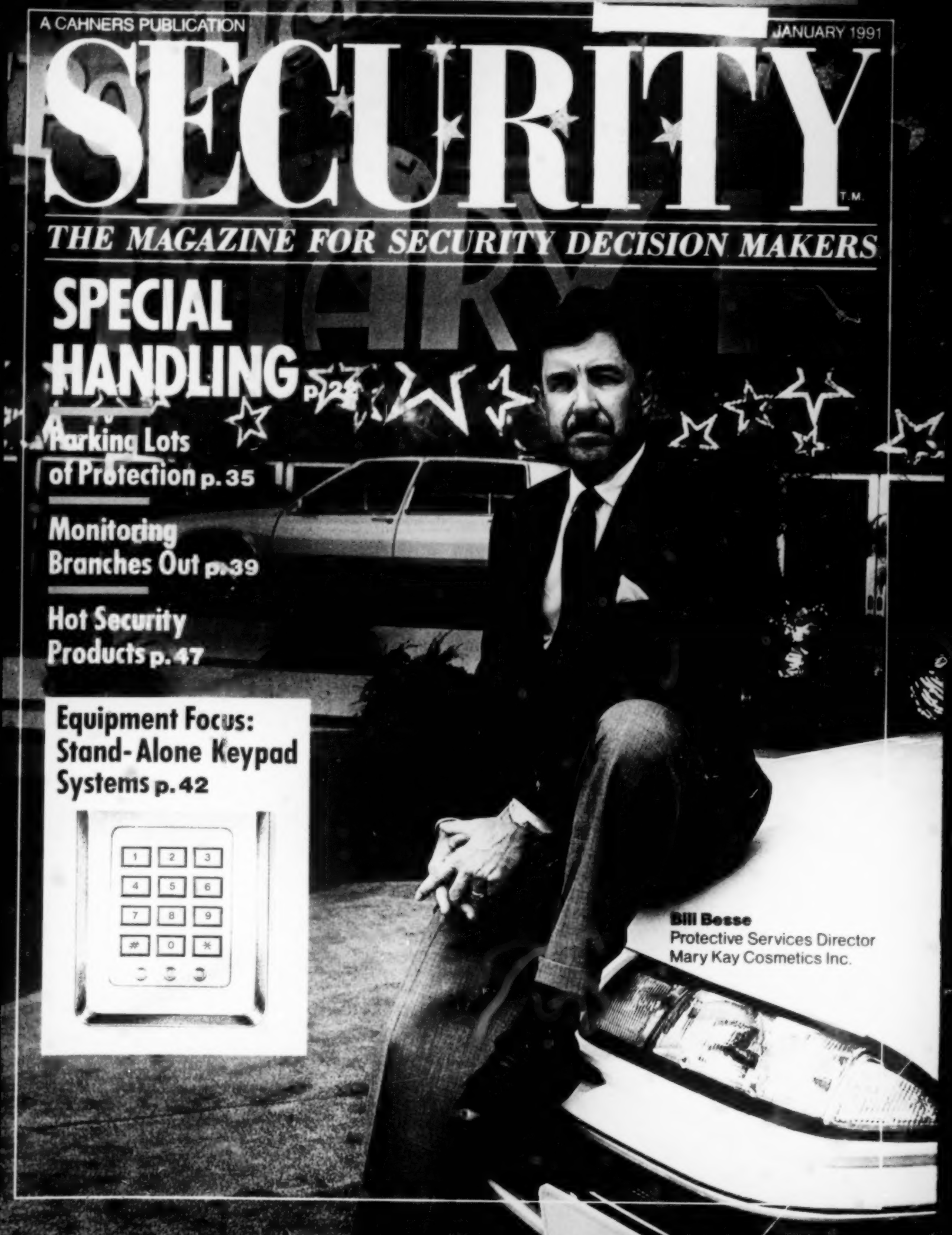
Organized industry groups, however, say OTA ignored input from business groups and associations; the panel confused integrity testing with clinical testing; and that the warning about misclassification is misleading.

1991 FORECAST: Overhead Drain, Equipment Gain p. 26

A CAHNERS PUBLICATION
JANUARY 1991

SECURITY™

THE MAGAZINE FOR SECURITY DECISION MAKERS



SPECIAL HANDLING p. 2[illegible]

Parking Lots of Protection p. 35

Monitoring Branches Out p. 39

Hot Security Products p. 47

Equipment Focus: Stand-Alone Keypad Systems p. 42

Bill Besse
Protective Services Director
Mary Kay Cosmetics Inc.

SECURITY
T.M.

THE MAGAZINE FOR SECURITY DECISION MAKERS

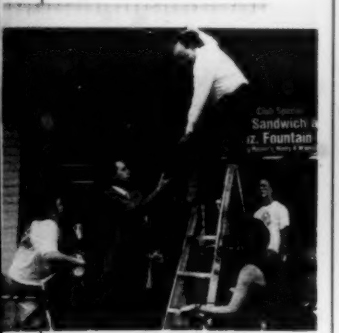
A CAHNERS PUBLICATION/VOLUME 28, NUMBER 1/JANUARY 1991

DEPARTMENTS

7 **Editorial/Masthead**

8 **Security Indicators**
Contract Officer Firms Call For Training Programs.

11 **Idea Exchange**
An inexpensive solution helps control loitering problems.

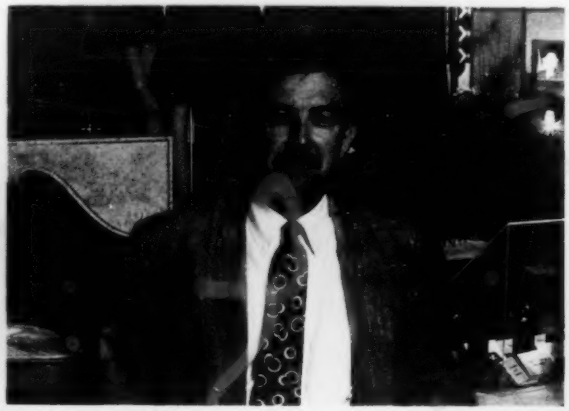


A "non-aggressive deterrent" helps stores avoid teen loitering. (p. 11)

17 **Issues**
Clarify your understanding of both smoke detectors and sprinklers for maximum fire protection.

FEATURES

22 **Cover Story**
SOFTENED IMAGE PUTS SECURITY IN THE PINK
Teamwork and planning create success at Mary Kay Cosmetics, where protective services secures corporate and manufacturing facilities — and secures an annual sales seminar for 25,000.



Special event security requires planning and thoughtful execution at Mary Kay Cosmetics. (p. 22)

26 **TOUGH TIMES; HARD CHOICES**
The nation's economy is on everyone's mind. The indication is for cuts in overhead and increases in automation and outside services.

35 **HOW TO SECURE PARKING LOTS AND GARAGES**
Basic and added protection for parking lots and garages.

On the Cover
Bill Bessee, protective services director, Mary Kay Cosmetics Inc., Dallas, oversees day-to-day facility security and special event security. (p. 22)

SERVICES

39 **Technology Pushes Monitoring Growth**
Technology expands and simplifies security services.

EQUIPMENT FOCUS

42 **Security Programs and Prohibits Access with One- and Two-Door Keypad Systems**
Security replaces locks and keys with keypads.

47 **Product Update**

Acme
Steel
Co.

Exciting new products, including this access control system, are featured. (p. 47)

59 **Literature**

60 **Classifieds**

63 **Suppliers Index**

64 **Endpieces**

65 **Reader Service Cards**

Cahners Publishing Company, A Division of Reed Publishing USA ☐ Specialized Business Magazines for Building & Construction ☐ Research ☐ Technology ☐ Electronics ☐ Computing ☐ Printing ☐ Publishing ☐ Health Care ☐ Foodservice ☐ Packaging ☐ ☐ Environmental Engineering ☐ Manufacturing ☐ Entertainment ☐ Home Furnishings ☐ and Interior Design. Specialized Consumer Magazines for Child Care ☐ Boating ☐ and Wedding Planning.
SECURITY (ISSN 0890-8826) is published monthly, except for March and August when two issues are published in national and separate editions, by The Cahners Publishing Company (Subscription includes all issues). Cahners Publishing Company is a Division of Reed Publishing USA, 275 Washington St., Newton, MA 02158-1630. Terrence M. McDermott, President; Charles E. Moodhe, Senior Vice President/General Manager, Chicago Division; Jerry D. Neth, Senior Vice President/Publishing Operations; J.J. Walsh, Senior Vice President/Finance; Thomas J. Dellamaria, Senior Vice President/Production and Manufacturing; Ralph Knupp, Vice President/Human Resources. Circulation records are maintained at Cahners Publishing Company, 44 Cook St., Denver, CO 80206-5800. Phone: 303/388-4511. Second-class postage paid at Denver, CO 80206-5800 and additional mailing offices. Postmaster: send address corrections to ***SECURITY*** P.O. Box 173377, Denver, CO 80217-3377. ***SECURITY*** copyright 1990 by Reed Publishing USA; Ronald G. Segel, Chairman and Chief Executive Officer; Robert L. Krakoff, President and Chief Operating Officer; William M. Platt, Senior Vice President. Annual subscription rates for non-qualified people: USA, $59.95; Canada/Mexico, $89.95; other countries, $115 for surface mail and $165 for air mail. Single copies are available for $10, $14 and $18 (USA, Canada/Mexico and foreign). Product source guide is available for $50. Please address all subscription mail to ***SECURITY***, 44 Cook St., Denver, CO 80206-5800.

SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.

INCIDENT REPORTING

Security Endorses Campus Incident Reporting; Divided on Same for Business

Campus crime victims' families saw a goal realized when President Bush signed into law the "Student Right to Know and Campus Security Act." This legislation requires federally-funded colleges and universities to publish and publicize campus crime statistics, security policies and student athlete graduation rates.

Federally-funded higher-learning institutions must annually prepare, publish and distribute this information beginning September 1992. Jan Sherrill, director of the Campus Voilence Prevention Center at Towson State University, Towson, Md., says the law will boost security's profile, straining budgets in the process.

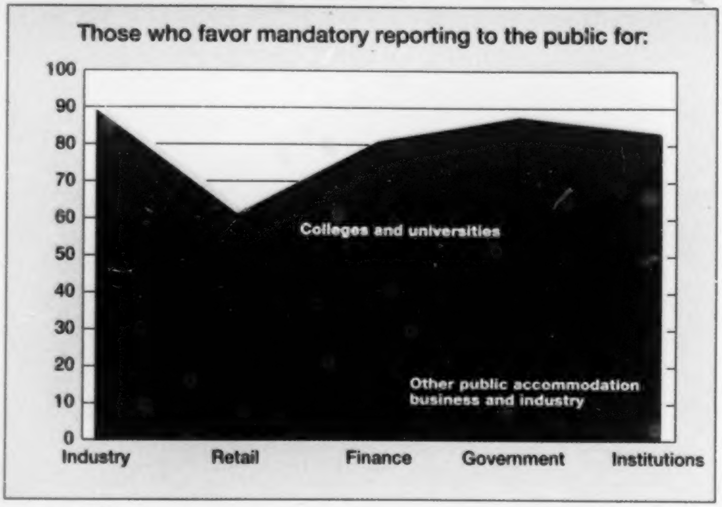
"Security will grow to understand the impact of this consumer movement as it becomes a larger part of a safety-conscious campus," Sherrill says.

Prior to the law, less than 8 percent of federally-funded higher learning institutions voluntarily reported crime statistics to Uniform Crime Reports, Sherrill tells SECURITY.

"Students and parents shouldn't choose a school based on statistics," he says. "Increased awareness and interaction between security and students, however, is the first step toward crime prevention."

Mandatory security incident and procedure reporting is more necessary for schools than for business, say SECURITY's Fourth Quarterly Telephone Survey respondents. An average 83 percent support this regulation for campuses; just 56 percent advocate extending the law to businesses and industries involved in public accommodation.

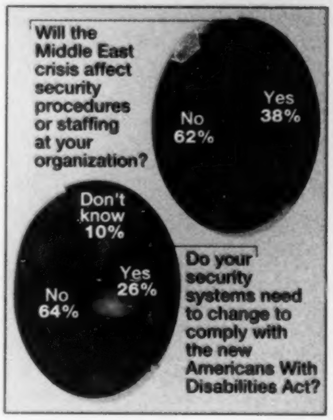
SECURITY ADDRESSES MANDATORY INCIDENT REPORTING



Source: SECURITY

Security overwhelmingly supports mandatory incident reporting for campuses. . Approval wanes, however, when the concept is extended to business.

SECURITY ADAPTS TO POLITICAL CHANGE



Source: SECURITY

Security prepares for change amid the Middle East crisis and new laws.

POLITICAL IMPACT

Security Impact: Middle East, Disability Legislation

They haven't been affected yet, but more than one-third of SECURITY's Fourth Quarterly Telephone Survey respondents expect the Middle East crisis to impact security procedures or staffing at their organizations.

Security decision makers who work for the government expect the situation in the Middle East to affect security operations most — more than half share this concern.

Respondents anticipate additional change as organizations comply with the newly-enacted Americans With Disabilities Act. The law requires all businesses to install ramps, elevators and other devices to accommodate disabled workers and customers. Companies with 15 or more employees are subject to the law's job discrimination provisions, which include redefining essential elements of job descriptions.

Just over a quarter of respondents expect to change security systems to comply with the new law.

TRAINING

Guard Companies Specify Officer Training Needs

Guard and patrol companies are looking for new training materials to arm officers with increased security-related knowledge, says a study conducted by the National Association of Private Security Industries Inc. (NAPSI), Dallas.

The NAPSI study finds that 61 percent of guard companies conduct continuing education courses. Guard companies identify liability-related issues as top-priority training topics. Among respondents, 68 percent require additional training materials on liability avoidance. Another 65 percent want officers to learn more about documentation and reports. In keeping with the push to avoid lawsuits, 53 percent want to see additional training materials covering laws of arrest.

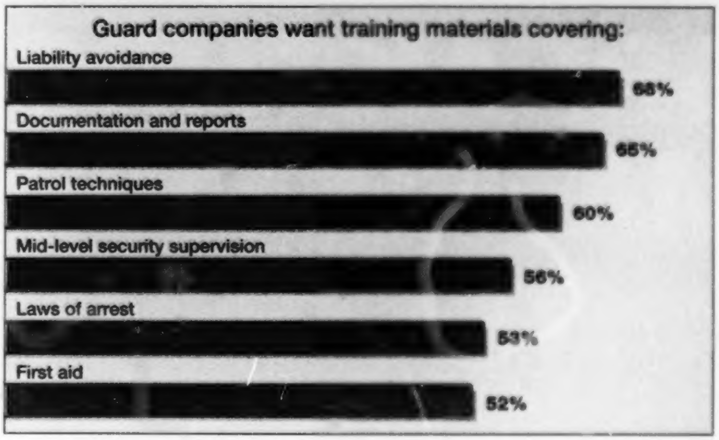
A healthy 65 percent support the concept of a standard contract for all guard companies.

Richard Haywood, NAPSI executive director, says a standardized security contract may help alleviate some of the variables which lead to liability concerns.

"Almost all security directors say liability is a primary interest," says Haywood. "A standardized contract would indicate what every contract officer is — or isn't — responsible for."

The NAPSI study also covers training methods and equipment use among contract officers. Forty-seven percent of instructors use video or audiovisual aids during presentations. Less than half of responding companies — 44 percent — employ armed guards. When it comes to equipment, contract guards most commonly use flashlights and two-way radios to get the job done. Less than half use defense batons.

CONTRACT GUARD FIRMS CALL FOR TRAINING PROGRAMS



Source: National Association of Private Security Industries Inc.

Guard companies are eager to see additional training materials in these areas. The companies especially want information about how to avoid liability exposure.

PURCHASING

Protection: No. 1 Priority

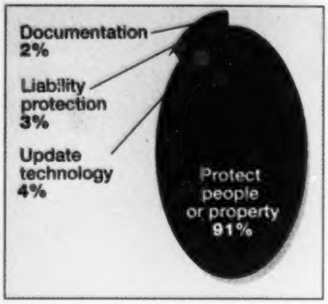
Security is interested in more than "keeping up with the Joneses' " when it plans equipment purchases.

So says SECURITY's Fourth Quarterly Telephone Survey, which finds that decision makers primarily buy equipment to better protect people and property. Updating current technology is a lower priority when security specifies new purchases.

An overwhelming 91 percent of respondents say the main reason they buy new products is to protect people or property. Just 4 percent say the main reason they buy products is to update current technology. Among all segments, financial respondents are the most likely to buy new products to protect their organizations against liability, at 10 percent. Ten percent of retail respondents — the highest percentage among segments — chiefly buy products to improve documentation.

Security most often shares decision making for equipment purchases with facilities management, the purchasing department or the vice president of finance. Nearly one-third of respondents — 32 percent — decide on purchases alone. Security most likely consults with facilities management for help with purchasing decisions; 36 percent work with this department. Among all segments, retail and finance respondents are most likely to decide on purchases without consulting with other departments.

WHY SECURITY BUYS PRODUCTS



Source: SECURITY

Security primarily buys new products to protect people or property.

BUSINESS CRIME INDEX

SECURITY'S BUSINESS CRIME INDEX

-3%

For fourth quarter 1990, the Business Crime Index is -3%. Based on quarterly surveys, SECURITY compares reported incidents to a 1989 base year figure. Respondents saw a 3 percent decrease in security incidents in the fourth quarter.

Source: SECURITY

Fourth Quarter 1990 showed a 3 percent decrease in security incidents.

TOUGH TIMES; HARD CHOICES

SECURITY's annual corporate forecast flags complex, emerging challenges. As budgets soften, the pressure is on to do more with less.

By Bill Zalud
Editor

As America hunkers down to an economic downturn, security decision makers face some tough times.

Not affecting everyone, the squeeze has softened budgets and pressured overhead. Yet it's not holding back spending for products and services, especially CCTV, contract officers, access controls and investigative and testing services, according to SECURITY's annual nationwide forecast.

The forecast, a detailed survey mailed to 1,000 executives with security responsibility, views 1990-1991 security budgeting, spending, staffing and management attitudes.

Economic Reality Intrudes

The overriding theme this year is security's reaction to the nation's sluggish economy.

Retail, financial and health care security, for instance, have felt recession's sting. Others are just starting to taste the slowdown while some are untouched or thriving. Yet most face tough times and hard choices:

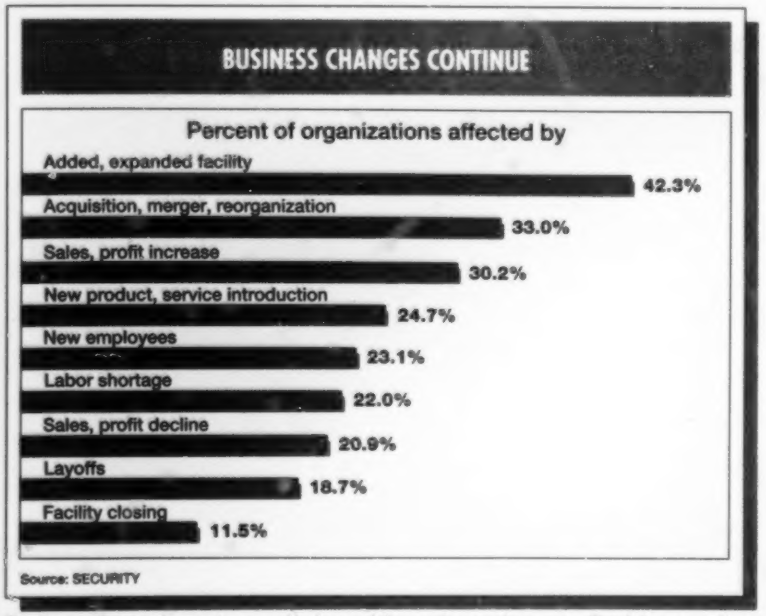
- protecting hard-won territory vs. launching new ventures;
- depending upon officers vs. embracing automated systems more;
- using educational programs vs. staying with a law enforcement orientation;
- maintaining control by doing it yourself vs. seeking help outside.

Employee Theft Tops

The hard choices, in some ways, start with prioritizing threats.

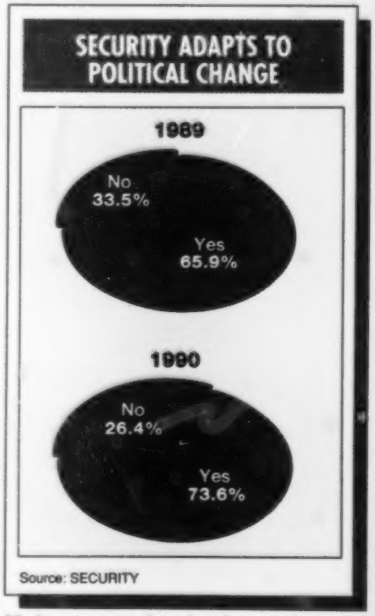
For example, employee theft, substance abuse and property crime are — in order — security's biggest concerns, according to the study.

Liability, from costly insurance to lawsuits, is also a top worry; violent



Source: SECURITY

Business change impacts security in positive and negative ways. Total is more than 100 percent due to multiple answers.



Source: SECURITY

If changes speed up but impact less, security could be getting more flexible.

crime, white collar crime, breaches of ethics and computer crime follow.

The good news: Compared with last year, substance abuse has dropped as the biggest worry, though large firms still place it at the top of the list. The bad news: There are significant gains in concern over liability and workplace violence.

SECURITY'S forecast also viewed threats by comparing them over a 10 year period.

When comparing threats from 1980 to 1990, security says property crime has increased most, followed by workplace violence and white collar crime. Not everyone agrees. Financial security, not surprisingly, sees white collar crime increasing most.

When viewing threats by type of business, employee theft is of greatest concern to retail/wholesale and industrial/manufacturing types of businesses. The greatest concern to financial security decision makers is white collar crime. Violent crime, lower down in the list, is a greater concern to retail/wholesale, health care and financial security decision makers than to other types of organizations.

Business-Related Developments

Beyond security concerns, decision makers face a changing environment. Changes in 1990 were often positive: adding a facility, increasing sales or introducing a new product or service. The second most often occurring change, an acquisition, merger or reorganization, could be positive or negative.

On the negative side, closing of a facility was cited more by retail, industrial and financial security.

Overall reaction also has been mostly positive: expanding existing programs, installing new equipment, upgrading current equipment and adding staff. Yet some report stretched resources, adding fewer people, putting off maintenance or cutting back.

TOP SIX SECURITY CONCERNS

1	Employee theft
2	Substance abuse
3	Property crime
4	Liability insurance
5	Violent crime
6	White collar crime

Source: SECURITY

Employee theft has reasserted its dominance as the top threat.

TOP SEVEN PURCHASES

1990 Ranking		1989 Ranking
1	Locking hardware	1
2	CCTV	3
3	Access controls	2
4	Radio communication	7
5	Security lighting	4
6	Indoor intrusion	5
7	Fire protection	6

Source: SECURITY

CCTV and radio communication purchases show a gain over the last year.

TOP SEVEN CONTRACT PURCHASES

1990 Ranking		1989 Ranking
1	Alarm install, repair	1
2	Alarm monitoring	3
3	Contract officers	2
4	Substance abuse testing	5
5	Background investigations	6
6	Investigations	10
7	Armored courier	4

Source: SECURITY

Pre-employment testing and outside investigative help show the greatest gain from last year.

SIX HOT 1991 BUYS

In emerging technologies

1	Electronic officer tour systems
2	Quads
3	Color CCTV
4	Proximity
5	Cellular telephones
6	Wireless alarms

Source: SECURITY

Productivity boosters and products offering better identification and convenience are attractive.

Equipment Purchase History

Yet analysis of SECURITY's forecast indicates slowed spending last year most likely will not repeat this year. Instead, security decision makers say they plan to step up purchases, even when facing stagnant budget growth.

In 1990, security most often purchased locking hardware, CCTV and access controls, followed by radio communications, security lighting, indoor intrusion and fire protection equipment.

The biggest contracted expenses last year were alarm installation and repair, alarm monitoring and contract security officers. One in four bought services for background investigation, substance abuse testing, outside officers and employee screening.

Safety and fire protection are security's responsibility, say a majority of decision makers.

There are differences in equipment priorities when viewed by type of business. For example, institutional security decision makers, more than others, have purchased integrated systems. Industrial, manufacturing decision makers, more than others, purchased substance abuse testing and background investigations.

Planning Purchases

When asked to name the biggest planned purchase this year, security chose access controls, contract officers and CCTV. Locking hardware dropped out of the top 10, replaced by outdoor perimeter protection, indoor intrusion, radio communications and employee screening.

Industrial/manufacturing and health care security decision makers plan to invest more heavily in access controls while retail and health care plan to invest more heavily in CCTV equipment.

Contract officers leap-frogged alarm installation and alarm monitoring as the most popular service category. Background investigations, substance abuse testing and investigations also show steady growth.

Emerging Technologies

Among emerging technologies that caught the security eye last year, cellular telephone and substance abuse testing were most popular. Dual technology sensors, wireless alarms, electronic tour systems, quads and remote-monitored access control followed.

There was also some movement to color CCTV, proximity, matrix switching and video motion detection.

This year, CCTV is in the spotlight with quads, color, matrix switching and fiber optics. Leading the pack, however, is electronic officer tour systems. Proximity also is strong.

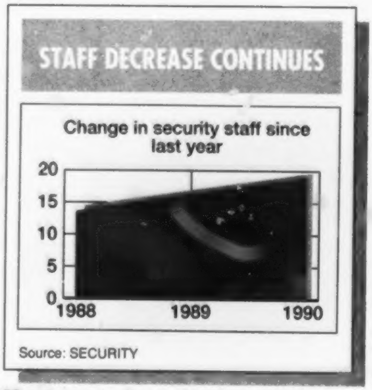
Budgets for 1991

While products beckon, there's heightened worry over budgets. When asked in early fall 1990 to project 1991 budgets, most were still unsure — only about 30 percent reported budget increases. There was pessimism: about 23 percent of health care and 19 percent of financial security departments expect a budget decrease, for example.

For those who projected a budget increase, the mean increase is 12 percent — about the same as last year. For those projecting a decrease, the mean decrease is 23 percent.

Budget distribution over types of expenses remains constant. For every dollar of budget, about 36 cents goes to personnel and overhead. Another 28 cents goes to contract services while 14 cents goes to new gear. Maintenance and repair gets 13 cents while 9 cents goes to upgrading equipment.

Personnel and overhead are most vulnerable to cuts. New equipment will rise at overhead's expense. Yet health



Source: SECURITY

The percent of security departments decreasing staff continues its consistent trend upward.

PREDICTING STAFF CHANGE NEXT YEAR

Change	1991	1990
Increase	22.5%	27.6%
Decrease	8.8%	6.2%
Stay the same	67.0%	66.2%

Source: SECURITY

Security decision makers face a squeeze on personnel and overhead. Will they trade-off to more technology?

New Equipment Strategies

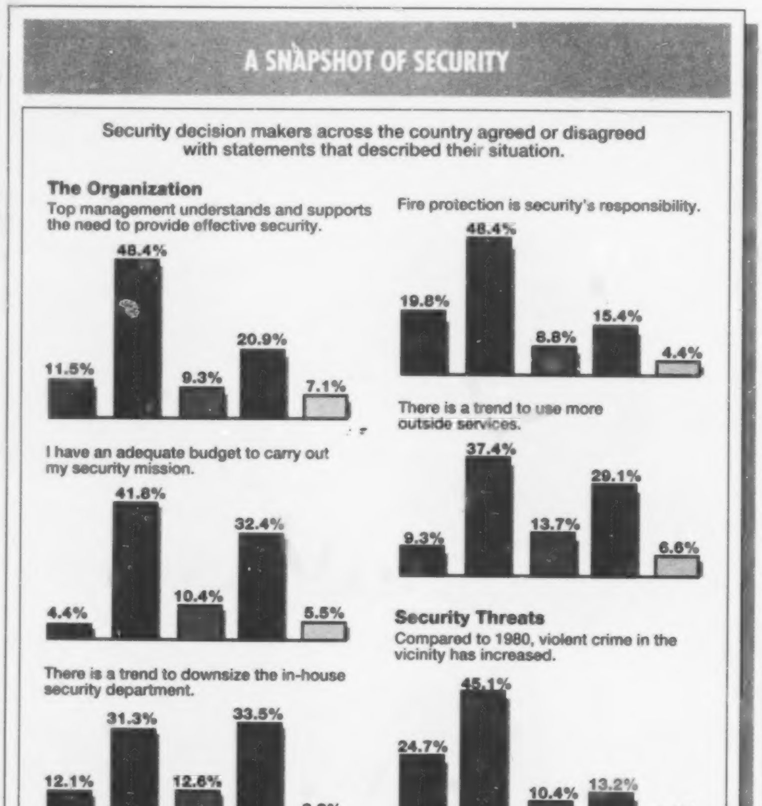
The transition from mechanical locks to electronic access control has accelerated. Digital-based computer chips and more extensive means of transmission, especially fiber optics, have invaded to transform CCTV.

Intrusion-sensing gear has moved outside, with more companies protecting the perimeter. Cellular and sophisticated two-way radio have improved voice communication among security staff.

These hot buttons in security equipment technology attract corporate buyers, according to SECURITY's annual forecast of budgeting, purchasing and staffing.

The forecast, opinions of a representative sample of security decision makers nationwide, discovered that companies cut costs and diversify security in a sluggish economy. As compared with overhead, equipment purchases seem better protected.

In addition to the bright lights, there are some stalled product categories. Biometrics appears stuck in higher security and computer applications and integrated systems are still waiting to be discovered. Integration's hang-up may be more to do with organizational territory than technological obstacles.



Security opinions reflect the transitionary nature of the function.

care and institutions, overhead-heavy already, plan to increase personnel while industrial security plans to boost spending in contract services.

Budgets depend more upon money from outside security. About 56 percent of security decision makers use funds from the capital budget, facilities management, safety, new construction, parking and grounds, and other sources.

Training and Awareness

Whatever the funding, there's more emphasis on awareness and training, although not all departments embrace these programs. Industrial security, compared to others, ranks training and awareness lowest.

Most firms (three of four) mandate security awareness in new employee orientation. Almost half also work regularly with local law enforcement.

Security training gets about seven percent of the budget, comparing favorably with a two percent national average. Industrial security spends the least; health care spends the most. Decision makers report that most training is on-the-job and about half have some type of formal in-house training program. Four of 10 use films and videos.

Perceptions and Support

About 60 percent of decision makers believe top management understands and supports the need to provide effective security. Most also agree that the need to invest in security has increased. Yet about 38 percent feel they don't have adequate budget to carry out the security mission.

Downsizing and outsourcing are threatening and controversial concepts. While 43 percent see downsizing as a trend, 37 percent don't. Is there a trend to more outside services? About 47 percent agree, 36 percent disagree.

Both downsizing and outsourcing, in addition to economic factors, go to the heart of security's traditional territory.

There's no split decision, however, when asked if security is taking on more responsibility — more than 80 percent agree. Almost everyone sees business and administrative skills becoming more important in security, too.

Increased responsibility plays out in several ways. For example, more than 60 percent believe safety is security's responsibility, although industrial security is less sure. About 68 percent feel fire protection is security's duty. ☐

Officer Performance p. 39 • CCTV/Computer Interfaces p. 34

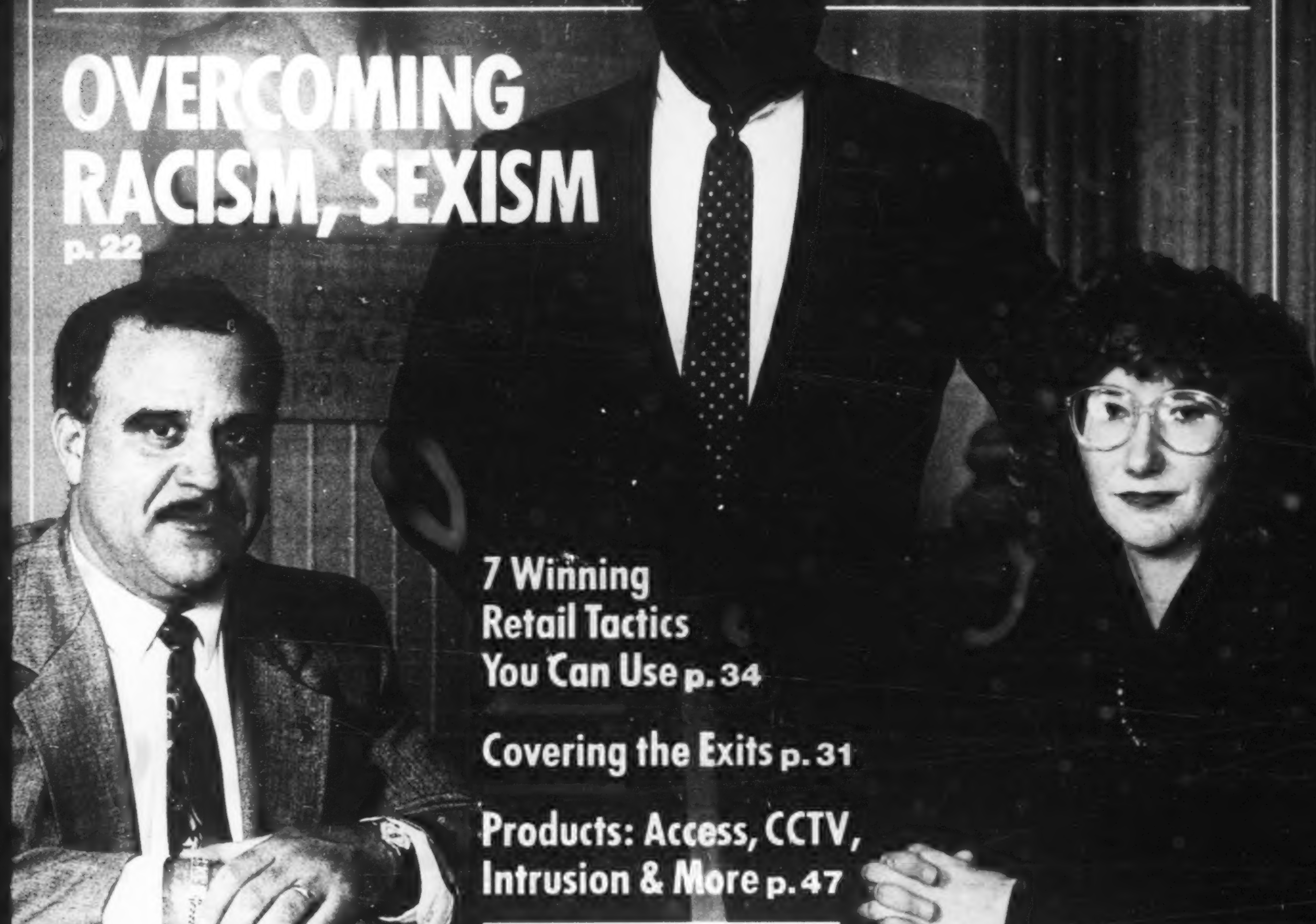
A CAHNERS PUBLICATION

C1850-12A

FEBRUARY 1991

SECURITY®

THE MAGAZINE FOR SEC DECISION MAKERS



OVERCOMING RACISM, SEXISM p. 22

7 Winning Retail Tactics You Can Use p. 34

Covering the Exits p. 31

Products: Access, CCTV, Intrusion & More p. 47

Equipment Focus: CS-Mount Lenses Compared p. 42

Rene Rodriguez
Manager of Protective Service Operations, The Travelers

Marshall Thomas
Director of Corporate Security and Safety, The Travelers

Mary Mercier
Security Administrator, Hartford Properties, Aetna

SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS

A CAHNERS PUBLICATION/VOLUME 28, NUMBER 2/FEBRUARY 1991

DEPARTMENTS

7 Editorial/Masthead

9 Security Indicators
Officer patrols stand as the most popular method of securing parking garages.

13 Idea Exchange
A $35 million addition prompts Baltimore's National Aquarium to implement improved equipment.

Enhanced security verifies animal safety in and around aquarium. (p. 13)

19 Issues
CCTV security management system's most important attribute — "efficient control communication".

FEATURES

22 Cover Story
RACISM AND SEXISM IN SECURITY
Discrimination based upon race and sex excludes most minorities from security's upper ranks. Minorities who make it out of the guard booth get the necessary education and experience — without anybody's help.

Rene Rodriguez, Mary Mercier and Marshall Thomas speak out on minority involvement in security. (p. 22)

31 HOW TO SECURE THE EXIT
Emergency evacuation is certainly a priority, yet exits can't allow intruders.

34 RETAIL'S 7 GREATEST SECURITY HITS!
Put up your guard — seven strategy ideas are detailed to improve loss prevention.

On the Cover
Succeeding in security: Rene Rodriguez, manager of protective service operations, The Travelers; Marshall Thomas, director of corporate security and safety, The Travelers; Mary Mercier, security administrator for Hartford properties, Aetna. (p. 22)

SERVICES

39 Take Time to Fine-Tune Contract Officer Evaluation
Security staff participation is an important role that shouldn't be overlooked in officer evaluation.

EQUIPMENT FOCUS

42 CCTV Lens Choice Crucial; CS-Mount Cameras Launch New Lens Family
Proper lens selection is crucial and can prove profitable in CCTV security.

47 Product Update

This state-of-the-art facility management system is only one of many product gems featured inside. (p. 47)

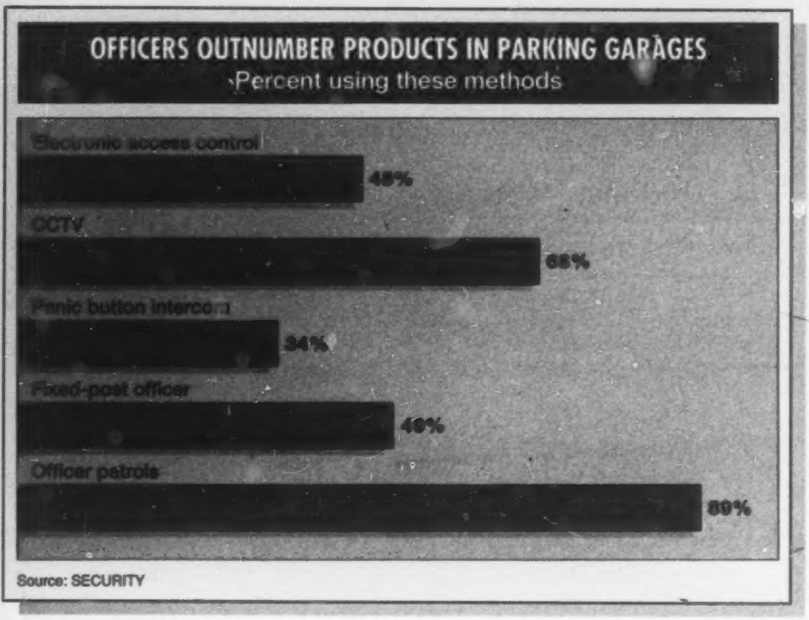
55 Classifieds

57 Reader Service Cards

Cahners Publishing Company, A Division of Reed Publishing USA ☐ Specialized Business Magazines for Building & Construction ☐ Research ☐ Technology ☐ Electronics ☐ Computing ☐ Printing ☐ Publishing ☐ Health Care ☐ Foodservice ☐ Packaging ☐ Environmental Engineering ☐ Manufacturing ☐ Entertainment ☐ Home Furnishings ☐ and Interior Design. Specialized Consumer Magazines for Child Care ☐ Boating ☐ and Wedding Planning.
SECURITY (ISSN 0890-8826) is published monthly, except for March and August when two issues are published in national and separate editions, by The Cahners Publishing Company (Subscription includes all issues). Cahners Publishing Company is a Division of Reed Publishing USA, 275 Washington St., Newton, MA 02158-1630. Terrence M. McDermott, President; Charles E. Moodhe, Senior Vice President/General Manager, Chicago Division; Jerry D. Neth, Senior Vice President/Publishing Operations; J.J. Walsh, Senior Vice President/Finance; Thomas J. Dellamaria, Senior Vice President/Production and Manufacturing; Ralph Knupp, Vice President/Human Resources. Circulation records are maintained at Cahners Publishing Company, 44 Cook St., Denver, CO 80206-5800. Phone: 303/388-4511. Second-class postage paid at Denver, CO 80206-5800 and additional mailing offices. Postmaster: send address corrections to ***SECURITY*** P.O. Box 173377,Denver, CO 80217-3377. ***SECURITY*** copyright 1991 by Reed Publishing USA; Ronald G. Segel, Chairman and Chief Executive Officer; Robert L. Krakoff, President and Chief Operating Officer; William M. Platt, Senior Vice President. Annual subscription rates for non-qualified people: USA, $59.95; Canada/Mexico, $89.95; other countries, $115 for surface mail and $165 for air mail. Single copies are available for $10, $14 and $18 (USA, Canada/Mexico and foreign). Product source guide is available for $50. Please address all subscription mail to ***SECURITY***, 44 Cook St., Denver, CO 80206-5800.

SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.



OFFICERS OUTNUMBER PRODUCTS IN PARKING GARAGES
Percent using these methods

Source: SECURITY

Eighty-two percent of security decision makers are responsible for parking area security. Officer patrols — not equipment — most frequently protect the facilities.

PARKING SECURITY

Officer Patrols Are Preferred Protection Among Those Who Secure Parking Garages

Drivers are nearly twice as likely to encounter officer patrols than security technology when parking cars in lots and garages.

So says SECURITY's Fourth Quarterly Telephone Survey, which finds that parking garage security entrusts driver safety to officer patrols more than to any type of equipment. An average 89 percent employ patrols, confirming security's confidence in human protection resources. Among equipment groups, CCTV installations most closely rival officer use.

Most security decision makers are called upon to secure parking lots and garages; 82 percent are responsible for safety at these facilities. Financial respondents are most often expected to assume parking lot and garage security responsibilities.

Security staffs with between 51 and 100 officers are most often assigned parking facility responsibility.

Among equipment categories, CCTV is most widely used for parking security tasks. Industry, especially, opts for CCTV surveillance to protect those who drive to facilities.

Less than half of respondents invest in electronic access control devices to help secure parking areas. Institutions most frequently install readers and issue access cards and codes. Retail uses electronic access control least; the high percentage of non-employee traffic makes this technology less cost-effective than CCTV for some organizations.

Panic button intercoms — those highly-visible tools which allow anxious drivers to immediately converse with security personnel — are slowly catching on among buyers. Government parking facilities use this equipment most.

EMPLOYEE THEFT

Employee Theft Rate Influenced By Pay Cut Explanation

The old saying stands: It's not what you say, it's how you say it.

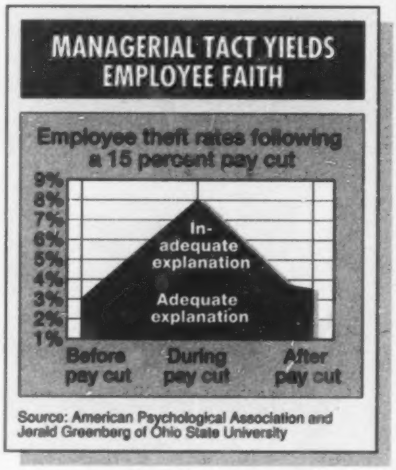
This proved correct when Ohio State University professor Jerald Greenberg conducted a recent study involving employees working in three manufacturing plants owned by one parent company.

Management at two of the plants told employees they would experience a 10-week, 15 percent pay cut. Managers at Plant A told employees the news in a detailed, sympathetic manner followed by a one-hour question-and-answer session. The managers mentioned that everyone would suffer equally and that this action would avoid layoffs.

Managers at Plant B held a 15-minute meeting during which they neglected to describe the basis for the decision. The managers left the room after answering a couple of questions. Salaries at the third plant were not affected.

Employee theft rates rose less than two percent throughout the next 10 weeks at Plant A. Theft rates rose more than five percent at Plant B. Theft rates were unaffected at the third plant.

Turnover increased considerably at Plant B during the 10-week period —12 of 53 employees quit.



MANAGERIAL TACT YIELDS EMPLOYEE FAITH

Employee theft rates following a 15 percent pay cut

Source: American Psychological Association and Jerald Greenberg of Ohio State University

Attitude speaks. Theft skyrockets among snubbed employees.

RACISM AND SEXISM

Hard work and experience pay off for minorities who won't accept rejection.

By Brenda Moss
Staff Editor

Discrimination based upon race and sex abounds in private security.

Whether obvious or subtle, this discrimination effectively stalls careers, depreciates image and robs the industry of the benefits a diverse staff brings to the workplace.

An exclusive survey by SECURITY and the International Organization for Black Security Executives (IOBSE) finds that white males comprise the vast majority of high-ranking security managers and security supervisors while a majority of low-pay security officers are non-white males and women. U.S. Bureau of Labor statistics echo the survey's findings.

There is little room for growth for low-rank minorities. And training — the one asset which opens doors for officers — most often goes to whites instead of blacks and hispanics.

The Problem: In Black and White

Nearly three-quarters of minority respondents to the SECURITY/IOBSE survey say they've been discriminated against at some point in their security careers.

Marshall Thomas, director of corporate security and safety for The Travelers Companies, Hartford, Conn., deals with subtle forms of discrimination. Thomas, who is black, says all minorities in security deal with some form of discrimination, often without realizing it.

"Subtle discrimination — which is more common — takes place behind closed doors among people with power," Thomas says. "This includes offhand treatment and exclusion from social activities."

The SECURITY/IOBSE survey mailed to a demographically-balanced readership base reflecting the total security decision maker population.

Discrimination begins before anybody's hired.

Employers, including security decision makers, exercise biases when deciding who will fill positions.

"If upper management doesn't want high-level minorities at an organization, it doesn't matter what the security decision maker wants," says Chuck Sennewald, CPP, CPO, an Escondido, Calif.-based security management consultant. "Senior management sets the tone on emotional issues such as race and sex."

Marsha Dean Walker knew she'd be the target of blatant racism when she applied for her current position. Walker, who is black, manages security at Parma Community General Hospital in Parma, Ohio, where less than two percent of the hospital's patients and employees are black.

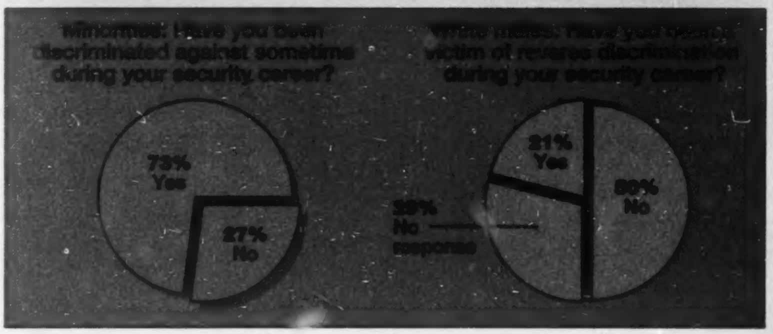
Once on the job, Walker faced both racism and sexism. Three officers eventually quit because they couldn't deal with blacks or women in management.

"Many employees, visitors and patients don't want to deal with me on a professional level. I've been called everything from 'cop-ette' to 'nigger bitch,'" Walker says. "I consider myself a professional, however, and I act like one even if people are hostile. My main concern is professionalizing the industry."

Keeping Pace With Trends

Diversity by sex, race and ethnic background is now a corporate fact of life, says Workforce 2000, a survey published by Towers Perrin, Chicago. Minorities in security have a chance to succeed if they capitalize on this workforce trend.

DISCRIMINATION: MANY FEEL THE IMPACT



Source: SECURITY

Nearly three of four minorities say they've been discriminated against because of race or sex. White males cite smaller-scale reverse discrimination.

IN SECU

"There couldn't be a better time for minorities to try to get ahead in security," says Lawrence J. Howe, CPP, president of the American Society for Industrial Security (ASIS) and corporate vice president of security for Science Applications International, San Diego.

"Security has moved from a brawn-centered business to a brain-centered business," Howe says. "Job qualification and capability is primary; technical demands cause people to disregard secondary issues. This is no time to be looking at race. If a company doesn't have the most qualified people, it won't survive."

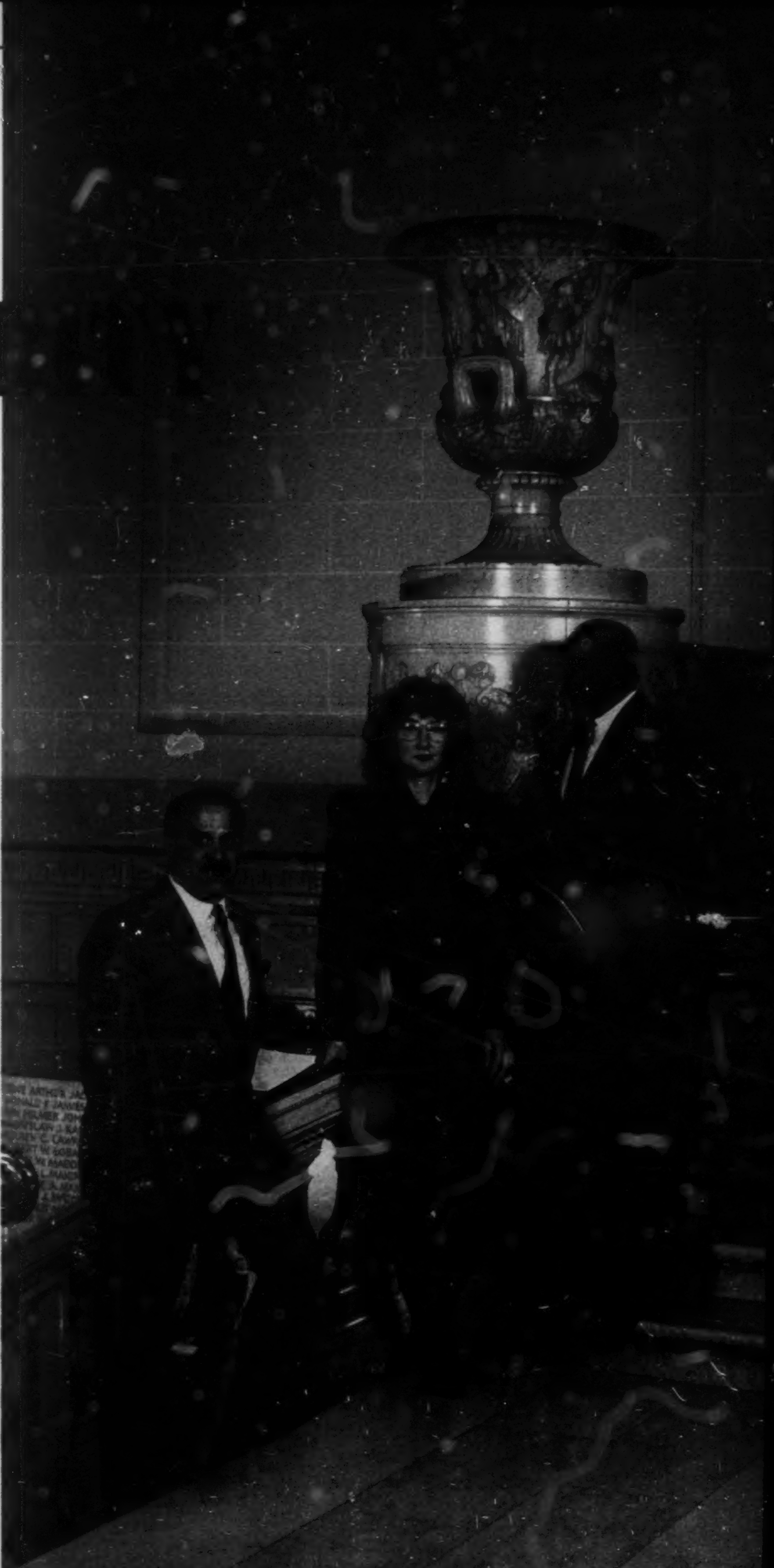
Minorities comprise 20 percent of the American workforce and 52 percent of the officer population.

Qualification is synonymous with training, which is hard to come by.

Lack of training most frequently holds minorities back. U.S. Census Bureau statistics show that whites receive 92 percent of formal employer-based training, while blacks and hispanics receive 5 percent and 3 percent, respectively.

Thomas feels corporate America is on track when it comes to seeking trained, qualified minorities for top-level security positions, but he targets criticism at contract security companies where very few minorities hold high-ranking contract positions, he contends.

"Most minorities in security draw



Overcoming discrimination: (From left) Rene Rodriguez, Mary Mercier, Marshall Thomas. Minorities are responsible for making themselves marketable, they agree; education is the key to marketability.

Discrimination Ranges From Covert to Overt

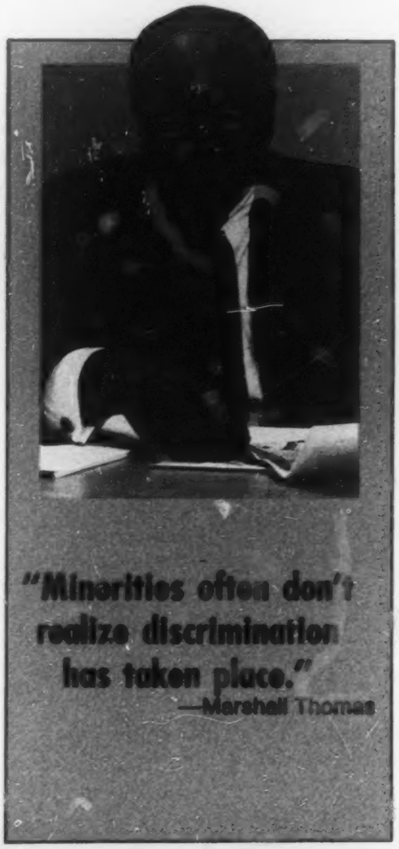
their paychecks from contract firms, but contract security isn't in synch with the rest of corporate America," Thomas says. "Contract hasn't focused on the year 2000 to prepare supervisory blacks to move into mid- or upper-management. Other corporations are paying attention."

Contract security says it's working to keep pace with changing workforce needs.

"Minorities have equal opportunities in both contract and proprietary security," says Alan Bernstein, senior vice president of domestic operations, Wackenhut Corp., Coral Gables, Fla. "There's tremendous talent in this group of people, and it benefits us to find the best employees. The better they are, the better the profit for shareholders."

Bernstein says minorities may have an even better chance to get ahead in contract than in proprietary because contract services are expanding.

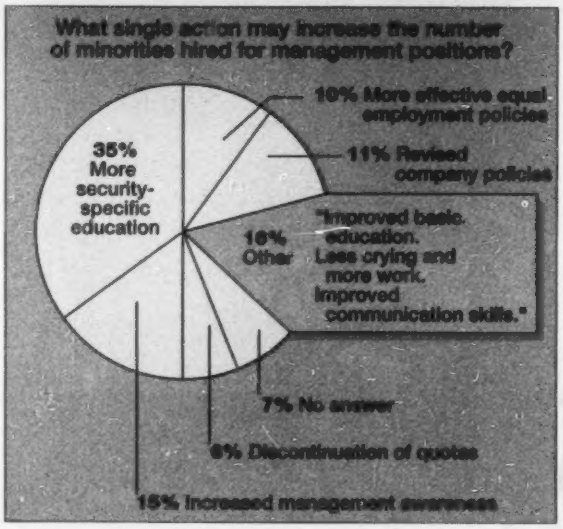
Wackenhut offers minority-owned contractors financial and training assistance, Bernstein adds. He says large contract firms may provide the best environment for minorities to get ahead.



"Minorities often don't realize discrimination has taken place."
—Marshall Thomas

Education is the ticket to higher-paying security jobs. Training targeted toward minorities, however, is scarce.

IMPROVING THE SITUATION



Source: SECURITY

Overcoming Racism, Sexism

Minorities who move ahead in security set frequent goals and question rejection, says Rene Rodriguez, manager of protective service operations for The Travelers.

"The word 'minority' means a lack of opportunity, not the number of people who belong to a race," Rodriguez says. "Minorities can't expect anyone to help them. They have to set goals, continue their educations, document every accomplishment and obtain letters of reference. They must ask 'why' when rejected, find out what they have to do to get what they want, do it, write it down and — once they're qualified — go back to the person who said 'no.' "

Regulation is an unpopular remedy to discrimination.

Rodriguez is optimistic. "We've already seen some change for the better."

Change is existent — yet slow — for women in security.

Mary Mercier, CPP, security administrator for Hartford Properties, Aetna, Hartford, Conn., oversees security operations and executive protection at a multi-facility campus spanning 2½ million square feet.

"I don't feel like I've been held back in any way because I'm a woman," Mercier says. "I look at myself as a security professional who happens to be a woman. I pride myself on being technically competent.

"Yes, people are sometimes surprised when they ask to speak to the head of security and I reply, 'you are,' " Mercier continues. "Once they know who they're talking to, however, there's never been a problem."

Mercier realizes organizations other than Aetna may not be as receptive to female security decision makers.

"I work for a company that emphasizes getting the best-qualified person for a job," she says. "Aetna aggressively works for the advancement of women. If I were unemployed tomorrow, I may find things different elsewhere."

Mercier doubts better career opportunities exist for women working in female-dominated industries. Competency through experience, education and training — not race or sex — is the key to success in any job, she says.

Women who've reached Mercier's

Minorities Who Get Ahead Question Rejection

level of expertise are in short supply.

"There's no indication that women are threatening anyone's job in this industry," points out Sennewald. "The women with clout in security keep to themselves because they're identified as rebels if they rock the boat. Women need a voice, visibility, leadership, training resources and career opportunities. None of this will get off the ground without upper management's support."

Walker didn't wait for any management team to express interest in minority advancement. She kicked-off the Association of Private Industry Security Persons (APISP) to nurture professionalism among students, instructors, vendors and officers working in security. Prices for APISP's seminars are based on what the average officer can afford to pay. Seminars are held in Cleveland.

Ambitious minorities can benefit from changing workplace demographics.

"Members are feeling better about their jobs because of their involvement in the association," Walker says. "We're working to defeat low morale and low pay among minorities."

Thomas is a founding member of the International Organization of Black Security Executives (IOBSE). Formed in 1982, the 50-member association heightens minority career awareness and acts as a liaison to business and special interest groups on industrial security matters which affect minority communities.

ASIS president Howe says his association is also working to better qualify minorities for high-potential security positions, though he acknowledges the lack of career advancement in the officer ranks.

"Coming in as a guard is almost a dead-end," Howe acknowledges. "ASIS wants to dispel minority reluctance to get ahead. We're trying to expand training opportunities to the community college level. Education will allow minorities to enter the field as something other than officers."

Government: Hands-Off

Regulation is an unpopular remedy to racial and sexual discrimination.

DATA SECURITY BANK

SECURITY FACES MINORITY-RELATED ISSUES

Statement	Strongly Agree	Agree	Ambivalent	Disagree	Strongly Disagree
Racial discrimination is present in the security field.	14%	33%	31%	16%	6%
Most minorities are stuck in low pay, low promotion security jobs.	15%	24%	30%	24%	7%
If security hires more minorities, the quality of security is compromised.	1%	5%	13%	42%	39%
I consider job candidates' minority status when I decide who to hire.	5%	15%	18%	30%	32%
There are enough women working in security.	4%	4%	40%	38%	14%
Women security personnel present a less secure image.	3%	11%	12%	44%	30%
There are too few minorities holding security supervisory positions.	19%	29%	26%	20%	6%
National security management associations do not actively recruit minority members.	13%	17%	47%	17%	6%

Source: SECURITY

Just 13 percent of respondents to the SECURITY/IOBSE survey agree there needs to be more regulation of the industry relative to the number of minorities hired.

"Regulation is just a way to avoid the problem," says Thomas. "It's unfair to corporate America to be placed in a position where it must meet quotas. Some minorities think they're owed something, but they have to earn success like anyone else."

Rodriguez agrees. "Quotas are a way to balance an unfair system, but people will find ways to circumvent the system if it's regulated," he says.

Security decision makers reveal biases relative to minorities in security.

Minorities who plan to get ahead in security aren't looking for help from the government or from anybody else. All women and non-white males featured in this article say they've reached their goals on their own time and money. They're equipped with education and experience. All they need are organizations that can recognize talent and appreciate diversity.

"All individuals have an obligation to themselves and to their families to succeed," Thomas concludes. □

SECURITY SERVICES

A guide to selecting and staying informed on security services.

Take Time to Fine-Tune Contract Officer Evaluation

By Rebecca D. Russell
Senior Editor

Communication is the cornerstone of any successful business relationship. Yet it doesn't always get the attention it requires.

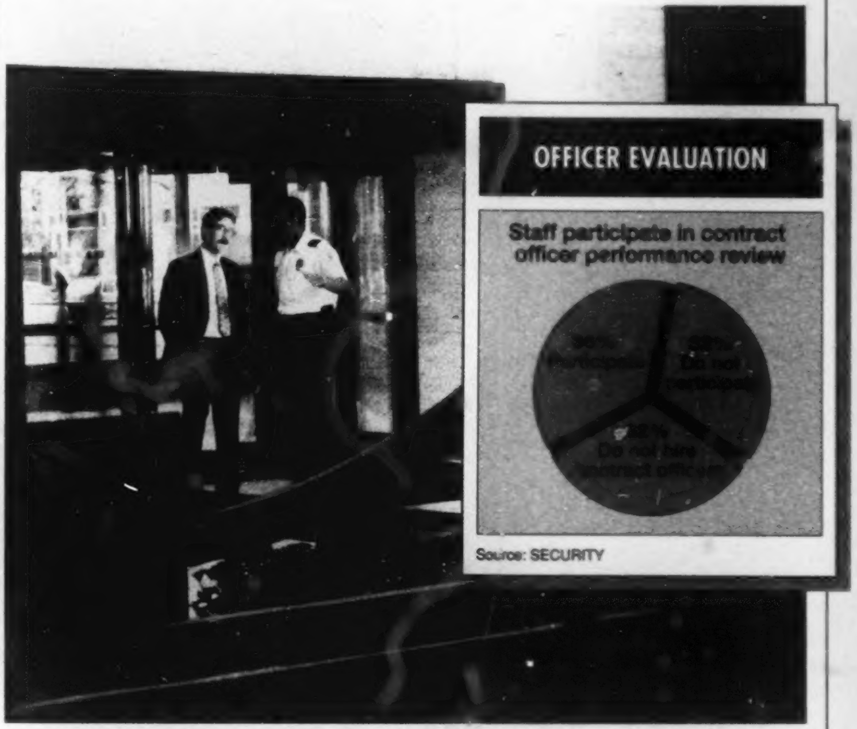
This is often true when security departments invest megafunds in contract security officers, yet fail to provide input on officer performance.

In a recent national telephone survey, slightly more than one-third (36 percent) of SECURITY readers say a member of their in-house security staff assists with contract officer performance reviews. Of that 36 percent, 72 percent follow a written agenda for points of discussion.

What is the impact of security's participation? Most decision makers who participate in the contract officer evaluation feel their involvement plays a minimal role in how the contract service finally evaluates the employee.

- Most respondents, 44 percent, say it counts for between 26 and 50 percent of the service provider's evaluation.
- On the opposite end of the scale, 29 percent say their evaluation is a factor less than 25 percent of the time.
- Only 8 percent think their input has any bearing on a performance review 51 to 75 percent of the time.
- Nineteen percent say it influences the evaluation 76 to 100 percent.

Decision maker participation depends on security department mindset.


OFFICER EVALUATION
Staff participate in contract officer performance review
36% Participate
Do not participate
32% Do not hire contract officers
Source: SECURITY

Security officer service provider and staff communication is crucial to get the best return for investment. A recent telephone study reveals decision maker involvement.

Willing Participants

Many claim that they hire the contract officer service to oversee everything, including evaluation. "The manager says he is paying for us to manage the service and oversee how well people are doing, so it is our responsibility to correct problems," says Kevin O'Conner, vice president of national accounts, Pinkerton Security and Investigation Service.

Douglas Goode, executive vice president, Professional Security Bureau Ltd., says the organization solicits input, yet participation "depends on how much they want to get involved."

Others are more than willing to provide input. This is most often accomplished by filling out an evaluation form supplied by the contract officer service provider.

Al Bernstein, Wackenhut Corp. senior vice president of domestic operations, says the company mails an evaluation form to decision makers at least twice a year. The form asks questions about quality of service, officer appearance, training, incident reports and management response satisfaction.

Return on Investment

However, Bernstein says, not enough people take advantage of the opportunity. "Here is a perfect way for the client to tell me his problems," he says. And, he adds, the company does factor response into officer evaluation.

Levy Security Consultants Ltd., Chicago, sends out a Performance Appraisal Form which asks for rating and evaluation of such areas as professional demeanor, dependability, job knowledge, quality of work, cooperation and judgment. Barry Levy, CPP, chairman and chief executive officer, says the company encourages security departments to participate.

The Security Bureau Inc., Pittsburgh, involves clients in designing officer performance criteria included in the contract. "We want to do things better," says Gordon Ellis, president and chief operating officer. "So we customize what we call our Officer In Charge program that covers selection, compensation, incentives and bonuses, based upon what the client would like to see."

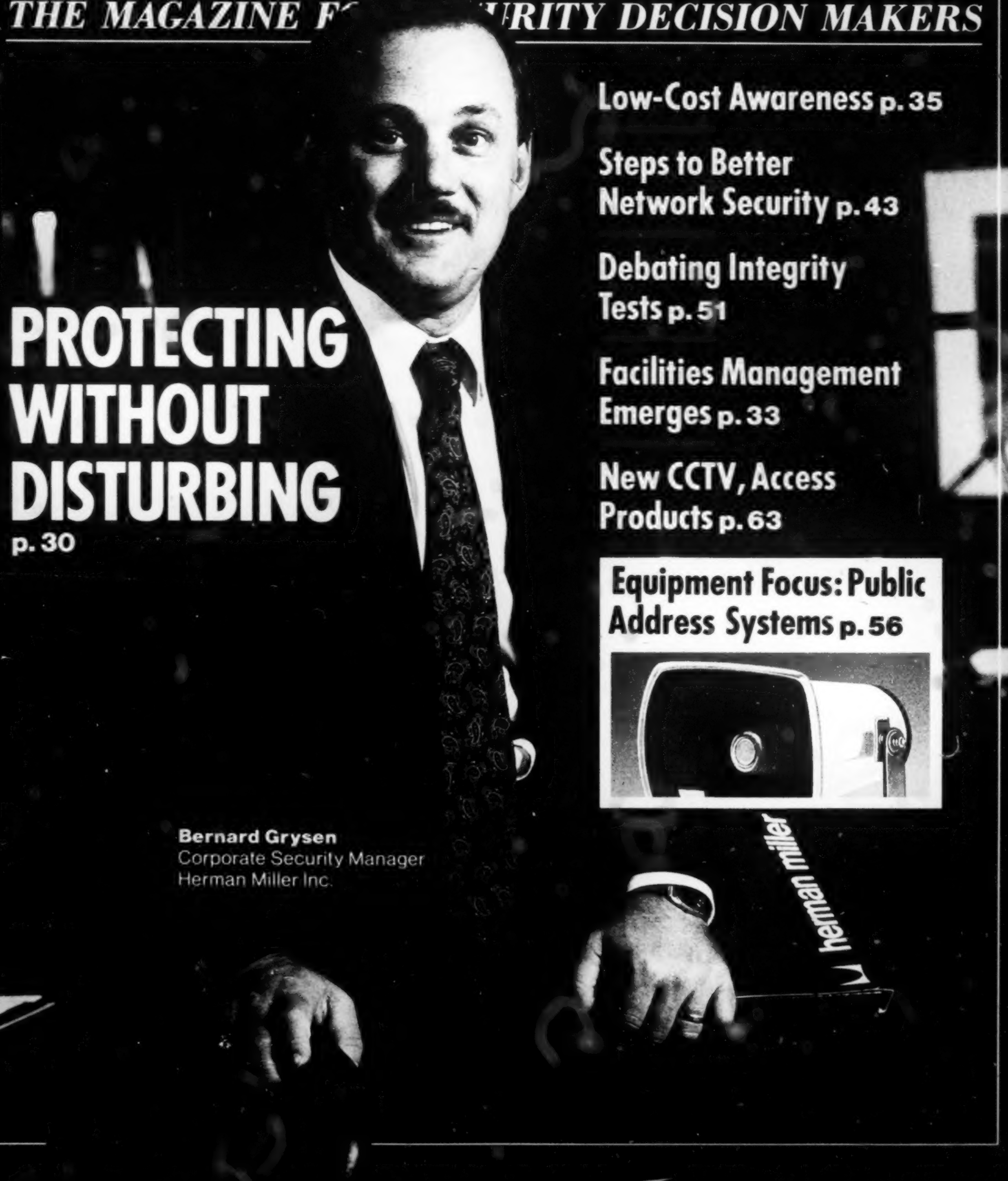
NEW SHOW: Facility Security, Chicago, April 9-11

A CAHNERS PUBLICATION

MARCH 1991

SECURITY®

THE MAGAZINE F RITY DECISION MAKERS



PROTECTING WITHOUT DISTURBING
p. 30

Low-Cost Awareness p. 35

Steps to Better Network Security p. 43

Debating Integrity Tests p. 51

Facilities Management Emerges p. 33

New CCTV, Access Products p. 63

Equipment Focus: Public Address Systems p. 56

Bernard Grysen
Corporate Security Manager
Herman Miller Inc.

SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS

A CAHNERS PUBLICATION/VOLUME 28, NUMBER 3/MARCH 1991

DEPARTMENTS

9 Editorial/Masthead

10 Security Indicators
Women ages 20 to 34 are the most likely workplace homicide victims. Cleaning service employees sweep more than floors.

15 Idea Exchange
Business responds to war with heightened security. Yet will it dissipate if war lingers and the apparent terrorist threat wanes?

The threat of terrorism prompts security to take offensive measures. (p. 15)

21 Issues
A national standard for contract officer hiring will soon be proposed.

FEATURES

30 Cover Story
ACTION DRIVEN, RESULTS PROVEN
Corporate culture defines security. At Herman Miller, participative management sets the tone for security planning.

Bernard Grysen participates in myriad corporate projects to emphasize security's niche. (p. 30)

33 SECURITY TODAY; FACILITIES TOMORROW?
The partnership of facilities and security mirrors the centralizing of planning, purchasing and maintenance.

35 SECURITY AWARENESS AT WORK
It's everyone's responsibility to participate in security awareness.

39 PLANNING FOR REMODELING SUCCESS
Learn what it takes to succeed in a remodeling project while maintaining normal operations.

43 STEPS TO TIGHTENING NETWORK SECURITY
Solutions to network environment difficulties.

47 INFO BRIEFS

On the Cover
Leading-edge design keeps Herman Miller Inc. in the office furniture spotlight. Action and results characterize Bernard Grysen's security success at this corporation. (p. 30)

SERVICES

51 Security Splits on Integrity Tests
Integrity testing overcomes criticism of use and fairness.

EQUIPMENT FOCUS

56 Public Address Systems Alert Personnel to Workplace Demands, Dangers
Proper use of public address equipment expedites emergency response.

63 Product Update

1
2
3
4
5
6
7
8
9
10

Find out what's hot in the product field, including this updated communication unit. (p.63)

82 Literature

84 Classifieds

86 Endpieces

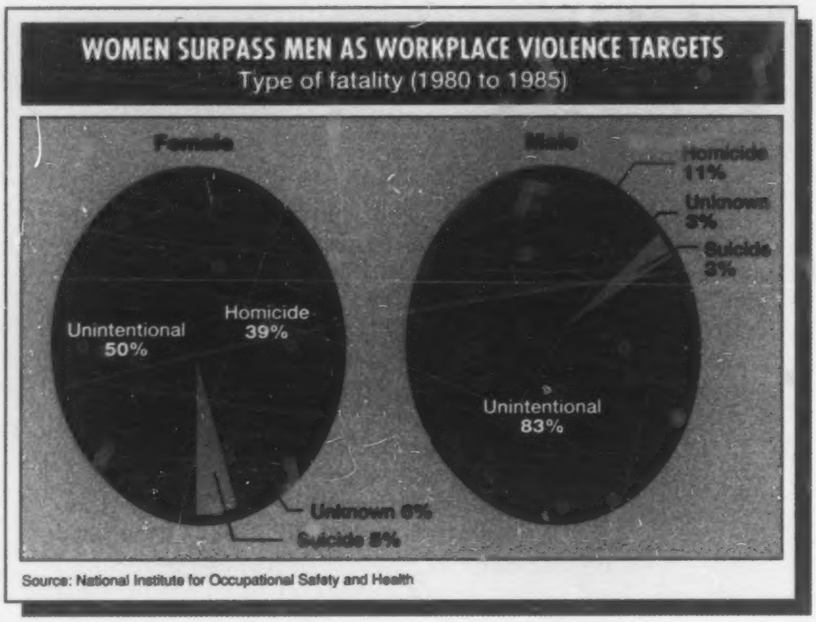
87 Reader Service Cards

Cahners Publishing Company, A Division of Reed Publishing USA ☐ Specialized Business Magazines for Building & Construction ☐ Research ☐ Technology ☐ Electronics ☐ Computing ☐ Printing ☐ Publishing ☐ Health Care ☐ Foodservice ☐ Packaging ☐ Environmental Engineering ☐ Manufacturing ☐ Entertainment ☐ Home Furnishings ☐ and Interior Design. Specialized Consumer Magazines for Child Care ☐ Boating ☐ and Wedding Planning.

SECURITY (ISSN 0890-8826) (GST #123397457) is published monthly, except for March and August when two issues are published in national and separate editions, by The Cahners Publishing Company (Subscription includes all issues). Cahners Publishing Company is a Division of Reed Publishing USA, 275 Washington St., Newton, MA 02158-1630. Terrence M. McDermott, President; Frank J. Sibley, Executive Vice President; Charles E. Moodhe, Senior Vice President/General Manager, Chicago Division; Jerry D. Neth, Senior Vice President/Publishing Operations; J.J. Walsh, Senior Vice President/Finance; Thomas J. Dellamaria, Senior Vice President/Production and Manufacturing; Ralph Knupp, Vice President/Human Resources. Circulation records are maintained at Cahners Publishing Company, 44 Cook St., Denver, CO 80206-5800. Phone: 303/388-4511. Second-class postage paid at Denver, CO 80206-5800 and additional mailing offices. Postmaster: send address corrections to *SECURITY* P.O. Box 173377, Denver, CO 80217-3377. *SECURITY* copyright 1991 by Reed Publishing USA; Ronald G. Segel, Chairman and Chief Executive Officer; Robert L. Krakoff, President and Chief Operating Officer; William M. Platt, Senior Vice President. Annual subscription rates for non-qualified people: USA, $59.95; Canada/Mexico, $89.95; other countries, $115 for surface mail and $165 for air mail. Single copies are available for $10, $14 and $18 (USA, Canada/Mexico and foreign). Product source guide is available for $50. Please address all subscription mail to *SECURITY*, 44 Cook St., Denver, CO 80206-5800. *SECURITY* is a registered trademark of Reed Properties Inc., used under license.

SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.


WOMEN SURPASS MEN AS WORKPLACE VIOLENCE TARGETS
Type of fatality (1980 to 1985)

Source: National Institute for Occupational Safety and Health

Seven thousand people die at their place of work each year. While most male fatalities are "accidents," more than one-third of females are murdered on the job.

WORKPLACE VIOLENCE

Men Sustain Most Occupational Injuries; Working Women Bear Highest Murder Risk

Working women — especially those employed in retail — are more likely than male counterparts to become homicide targets in the workplace.

So says the National Institute for Occupational Safety and Health (NIOSH), which tracks occupational fatalities. The Institute finds that 39 percent of women who died in the workplace between 1980 and 1985 were homicide victims. Among males who died in the workplace during this same period, 11 percent were murdered.

Perpetrators most frequently use guns to kill women in the workplace, the Institute says. The Bureau of Justice reports that 20 percent of all handgun crimes take place at businesses.

Among women killed at work between 1980 and 1985, 71 percent held sales, clerical, service, public safety or management positions. Businesses representing these public contact occupations are responding to the trend by implementing conflict resolution training programs for employees. Other risk-reduction measures include posting signs which indicate that small amounts of cash are kept in the cash register and increasing the visibility of work areas to the general public.

Additional strategies aimed at lowering risks to women include upgrading parking lot lighting and controlling access to vulnerable premises.

Fatality rates among employees working in retail and service industries are highest in Mississippi, Texas and Georgia.

Women age 20 to 34 are the most likely workplace homicide victims.

Accidents are the predominant cause of death among men in the workplace. Nancy Stout, division of safety research for NIOSH, tells SECURITY, "We believe that most accidents are preventable, so we classify these incidents as 'unintentional.' "

RISK MANAGEMENT

Background Checks Reveal Cleaning Service Integrity

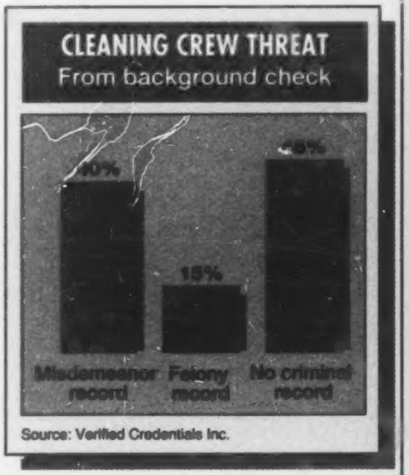
After-hours cleaning service employees may be removing equipment and information from premises along with the trash.

A survey of cleaning services conducted by Verified Credentials Inc., a Minneapolis-based background investigation firm, finds that more than half of applicants who apply for jobs with these services have prior criminal records. Pre-employment screenings provided conviction information.

Among applicants with misdemeanor records, 82 percent committed theft or substance-related crimes. The nature of the crime dictates whether cleaning services will proceed to hire the applicant, says Steve Spang, vice president, Verified Credentials.

"If records show that an applicant has completed a treatment program following a drug or alcohol conviction, a service might hire that individual," Spang says. "This isn't going to happen with someone who has a prior theft conviction."

Those in the market for a cleaning service should require proof of employee screening and make sure all work is supervised, Verified Credentials suggests.


CLEANING CREW THREAT
From background check

Source: Verified Credentials Inc.

More than half of cleaning service applicants have criminal records.

PRE-EMPLOYMENT TESTING

Debate Over Honesty Testing Effectiveness Continues

As you read this sentence, there's a job applicant taking an honesty test — possibly at your organization.

Two-thirds of security decision makers, however, are ambivalent about the tests or say they don't detect employees most prone to dishonesty. Just 32 percent believe pre-employment honesty tests identify dishonest employees, says SECURITY's Fourth Quarterly Telephone Survey.

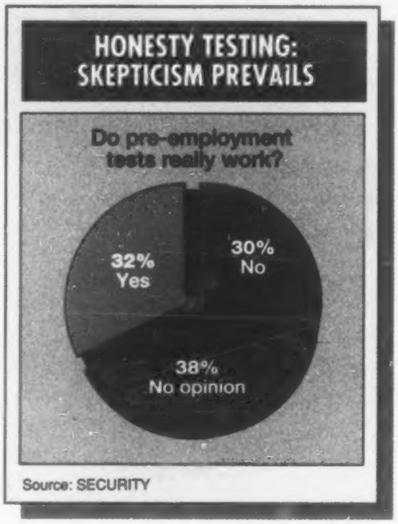
Those who work for the government are most skeptical about honesty testing; 43 percent say the tests don't work. Institutions have the most faith in the tests; 43 percent find them effective indicators of honesty.

Respondents say the following about honesty testing.

- "Most people can get around these tests."
- "Show me a system that really works."
- "Eliminate honesty tests and do a complete security background check."
- "We've caught employees stealing from us after they pass the tests."
- "Use lie detectors instead."
- "It's too easy to be fooled by people."

Some decision makers say honesty tests are most effective when used several months after hire to compare test responses to actual performance. The tests are least effective when used to predict honest or dishonest behavior before hire, they say.

Die-hard polygraph fans, in particular, lack confidence in honesty testing, the survey shows.



Source: SECURITY

Critics of honesty testing abound. Just one-third say the tests work.

NEWS

Security Wrap-Up: Theft, School Safety, Identification

▶ The 1990 FBI Crime Index reports that **larceny-theft** rose 2.2 percent in 1989. The Western states report the highest theft rate per 100,000 inhabitants, at 3,633. The FBI figures show that shoplifting increased 30 percent since 1985.

▶ A Texas A & M University study finds that **grade school children** have ready access to guns and other weapons. The National School Safety Center reports that among eighth and tenth grade students from 23 small central Texas communities, 42 percent say they can get a handgun if they want to and 25 percent have carried a weapon at school. Fifty-two percent say they've never received any instruction at school about ways to avoid a fight.

▶ The National Security Institute says **electronic fingerprinting** is replacing the messy, century-old ink-and-roll method. Electronic fingerprinting is now endorsed by the FBI, and state and city law enforcement agencies are expected to follow suit. The FBI's computer databases will now contain scanned prints as well as pictures of ink-and-roll prints.

ARSON

1989 Arson Incidents Down; Juveniles Set Four of 10 Fires

The number of U.S. arson-related fires, deaths and property damage decreased in 1989, says the National Fire Protection Association's (NFPA) "Arson Trends and Patterns in the United States" report.

There were 615 arson-related deaths in 1989, down from 740 deaths in 1988. Arson caused $1.55 billion in property damage in 1989, down from $1.59 billion in 1988.

Arson is a difficult crime to identify and, consequently, to reduce. Report author Dr. John Hall Jr., director of NFPA's Fire Analysis and Research Division, says only one-half of suspicious fires are identified as arson. Eighty to 85 percent of arson fires are never solved, and one-third of those arrested for the crime are not convicted, he says. Most arsonists who serve prison sentences spend less than two years behind bars.

"Unlike violent crime — which has a perpetrator and a victim — the victim is often absent at the arson scene," says Hall.

Nearly three of every 10 persons arrested for arson are under age 15, and one of every 13 arrested is under age 10, the report says. Hall advocates establishing community arson counseling programs for juveniles. Angry children from dysfunctional families are the most likely to commit arson, he says.

Hall says security decision makers should not attempt to investigate the cause of any suspicious fire on the premise they protect.

"Only a trained investigator can identify arson," Hall says. "Security just needs to find out how to help investigators do their jobs better."

ARSON FIRES AND RELATED DEATHS DECREASE

Arson: Still significant

- Arson-related fires have declined fairly steadily since 1977. Deaths and property damage decreased between 1988 and 1989.
- Arson remains the single largest cause of property damage due to fire.

Buildings most prone to arson

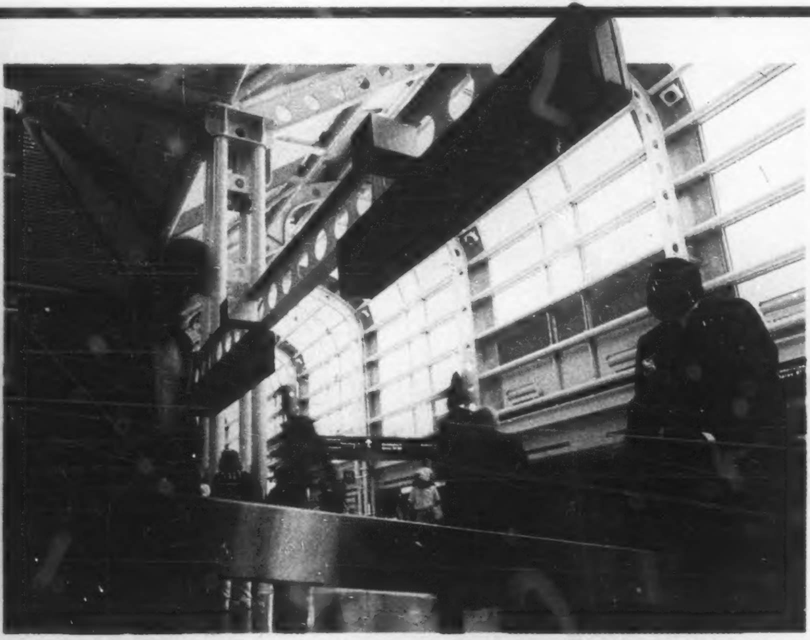
- Residences
- Vacant buildings
- Buildings under construction
- Buildings under renovation

Source: National Fire Protection Association

Arson fires and related deaths decreased in 1989. Juveniles remain a concern, however. They account for more than 40 percent of all arson arrests.

IDEA EXCHANGE

Problem-solving ideas you can use.



Airport security reached record levels following the advent of Desert Storm. Enforced were more stringent passenger and baggage screening.

TERRORISM

Security Prepared for Terrorist Threat

When Desert Storm began January 16, American business was prepared. It was a day for military action and a day for stateside security action.

The threat of terrorism pushed businesses to institute higher levels of security. Such action had two common denominators: rampant travel advisories and heightened physical security, chiefly more visible identification badges.

U.S. citizens showed initial concern for security — but will this interest and funding continue? Decision makers are split.

Says Richard Mustafa, chief security administrator of the Detroit Water and Sewerage Department, "Security is a reactive business. As time goes on and there is no report of incidents, management takes another look at the extra costs and often decides to scale back."

J. Branch Walton, corporate security director, Cummins Engine Co. Inc., Columbus, Ind., foresees sustained caution. "The threat of Iraqi terrorism retaliation will remain," he says.

Immediately, government facilities stepped up security to record levels. Airports were perhaps the most visible security practitioner, also increasing precautions to the highest level. The postal service restricted package transport on passenger airlines.

Called to Action

Among private business, the best security response began months before the air raids.

One major international oil concern implemented its plan in October, says a security expert who requested that the company remain anonymous. Initial legwork included re-establishing relations with emergency contacts and other oil companies for future information sharing. Security briefed operators on how to best handle telephone bomb threats and honed mail staff ability to identify suspicious packages.

Networking proves valuable to other utilities as well. The prevailing terrorist threat and nearby violent protests prompted San Francisco-based Pacific Gas and Electric to check all packages and visually inspect vehicles, says Lyman Schaffer, director of corporate security. The company also added officers at high-security sites.

Accelerated awareness characterizes security's efforts at Navistar International Transportation Corp., Chicago, says John Martinicky, loss prevention manager. Besides travel advisories, employees were warned to be watchful of visitors and packages.

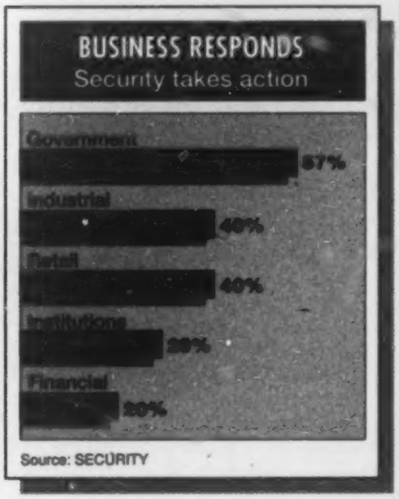
Retail operators report ever-growing numbers of bomb threats.

Service suppliers are working hard to keep up with demand. Patrick Cannan, director of corporate relations at The Wackenhut Corp., Coral Gables, Fla., says "Clients are specifying a higher quality of officer with specific training."

International consultant Harold Frank spent time training security employees at airports in the West Indies to increase screening proficiency.

Amid this activity, many foresee an end to the interest. Says Gerald Brandt, partner, Risk Prevention Group Ltd., Chicago, "People understand now why certain things must be done, they accept the higher level of security. However, it is difficult to implement over the long run."

Indeed, two weeks after the conflict began, several decision makers already reported scaling down some of the initial security measures.



Source: SECURITY

War prompts business to action.

SECURITY SERVICES

A guide to selecting and staying informed on security services.

Security Splits on Integrity Tests

Integrity tests, the paper and pencil pre-employment questionnaires carving out a market with employers, have attracted critics, skeptics — and users.

Test publishers, at this juncture, feel they've deflected the criticism. Integrity test publishers, in fact, have seen an annual 15 percent growth. Yet that growth is restrained as publishers work to convert skeptics.

Integrity tests have a foothold: 20 percent of security decision makers contract pre-employment screening, including integrity tests, according to SECURITY.

Critics question test results and aftereffects. The debate turned hot in late September when the Congressional Office of Technology Assessment (OTA) issued a background report and refused to endorse or not endorse the tests.

For example, Jim Powell, a director of the Association of Personnel Test Publishers (APTP), a trade association of leading test publishers, says "Top experts in psychological testing and measurement have repeatedly described (the OTA backgrounder) as scientifically flawed and riddled with unsubstantiated assertions."

The foremost expert in personnel testing, Dr. Robert Guion, who served as an OTA contractor, feels integrity tests "are better than any available alternative for the screening and selecting of honest job applicants."

The OTA backgrounder and other critics also suggest that errors in test results, potential discrimination and possible violations of privacy raise important public policy issues.

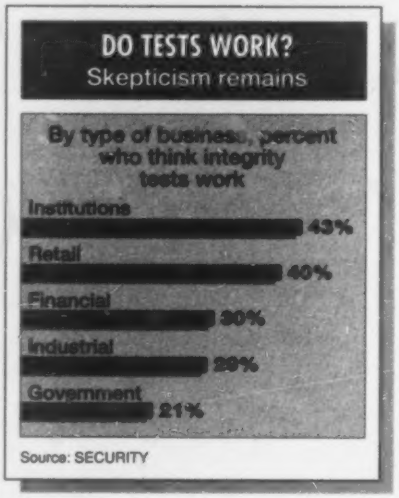
Apply Tests Properly

Yet, according to Dr. William G. Harris of the Stanton Corp., Charlotte, N.C., "The OTA agreed the tests are fair to protected groups under present federal and state guidelines." No applicant has ever filed a formal or informal complaint, according to APTP.

Proper application minimizes concerns. "Organizations typically go through many steps in evaluating suitability of individuals for employment," says Stephen M. Coffman, Reid Psychological Systems, Chicago.

It was originally feared OTA action would be a first step to polygraph-like prohibitions. After limited media coverage, test publishers such as Dr. Jack Jones of London House, Park Ridge, Ill., now believe it "probably won't lead to legislative action."

An anticipated report from the American Psychological Association (APA) is expected to support test effectiveness.


DO TESTS WORK?
Skepticism remains

Source: SECURITY

Test publishers see growth, yet decision makers remain skeptical.

Quieting critics, proponents face a more ingrained challenge: skepticism from potential customers — employers.

For example, 30 percent of security decision makers don't believe honesty tests really work, according to a national SECURITY telephone poll.

Employers who use integrity testing are, by and large, supportive. Major business groups such as the National Association of Convenience Stores (NACS), the Food Marketing Institute and the National Retail Federation (NRF) criticized the OTA paper.

Jack Strayer, director of government relations at NACS, sees "positive experience of these valuable selection tools by business."

SECURITY BRIEFINGS

- **The National Safety Council offers a new program** to minimize employee drug abuse and help companies comply with U.S. Department of Transportation drug testing regulations.

Co-sponsored by Buckley Production Inc., "The Need to Know" helps companies walk through drug testing requirements.

For more information contact Paulette Moulos at (312) 527-4800.

- **Mark your calendar now** for the Facilities Security & Protection Exposition and Conference, April 9 to 11. Housed at Chicago's McCormick Place, the show runs concurrently with seven major national trade shows including the National Plant Engineering and Maintenance Show.

For details, contact Lisa Wolf at (708) 635-8800.

- **Banking concerns take note.** To aid compliance with the Bank Secrecy Act, the Mosler Anti-Crime Bureau offers a log keeping system. The system shows the preparer how to implement the regulation.

The Purchase of Monetary Instruments Log Entry Form is for large and small volume operations. The form guides preparer through logging procedures and depositor identification and handling.

For ordering information contact Mosler Anti-Crime Bureau, 1561 Grand Blvd., Hamilton, Ohio 45012.

- **The industry lost three** members in 1990. John K. Law, CPP, CPO, a contributing writer for SECURITY, died in September. Fred Marcks of Senstar Corp., a long-time ISC speaker, died in December. Also, Ray Farber, founder of SECURITY magazine and ISC, died in December.

For More Information

Association of Personnel Test Publishers	**Circle 161**
London House Inc.	**Circle 162**
Stanton Corp.	**Circle 163**

ACCESS CONTROL: Computers, Readers, Integration, More p. 33

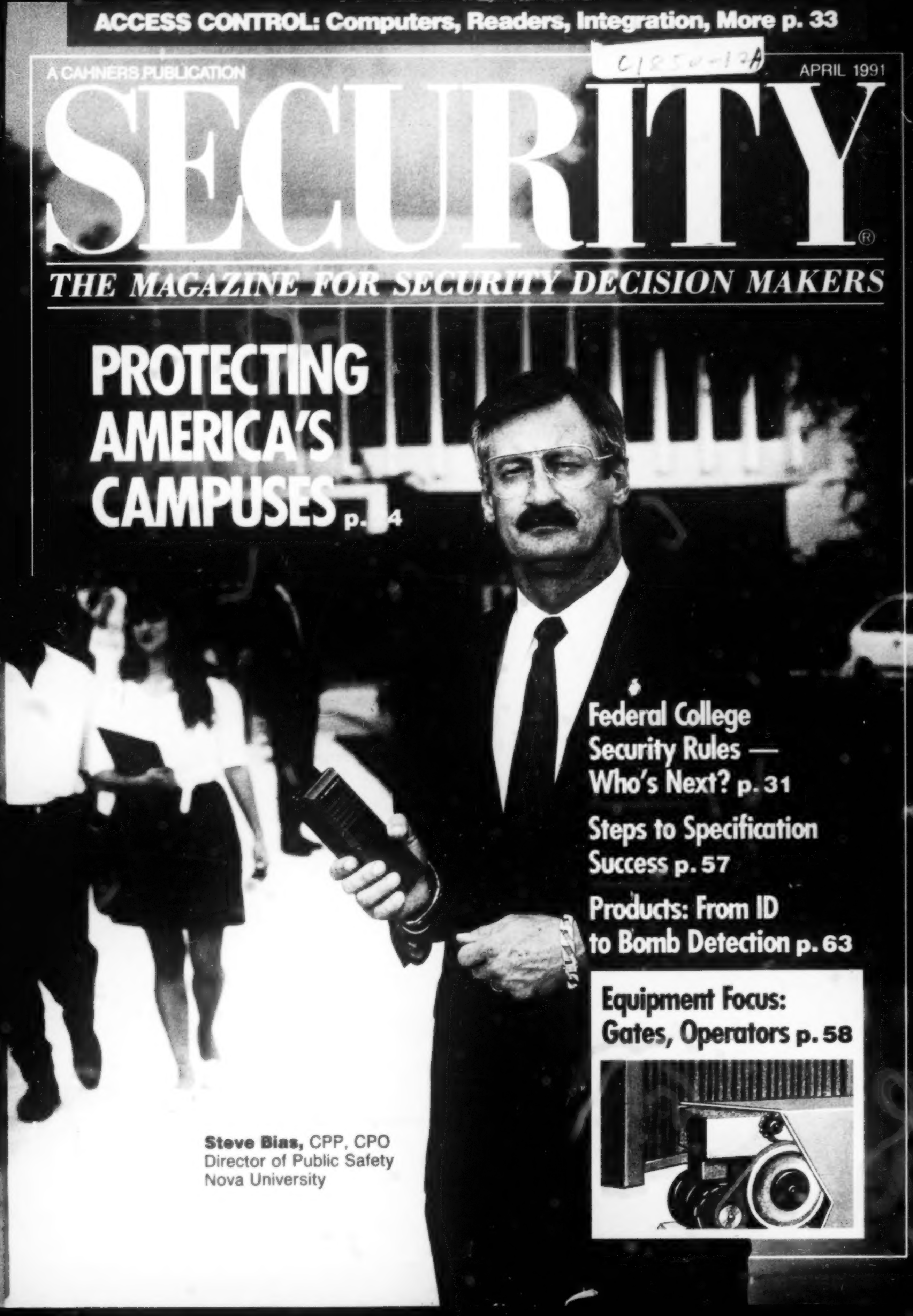
C1850-12A

A CAHNERS PUBLICATION

APRIL 1991

SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS



PROTECTING AMERICA'S CAMPUSES p. 4

Federal College Security Rules — Who's Next? p. 31

Steps to Specification Success p. 57

Products: From ID to Bomb Detection p. 63

Equipment Focus: Gates, Operators p. 58

Steve Bias, CPP, CPO
Director of Public Safety
Nova University

SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS

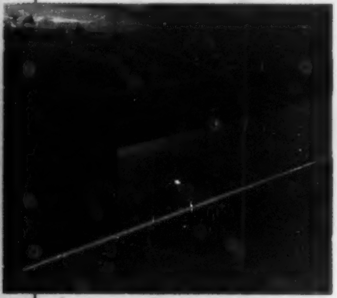
A CAHNERS PUBLICATION/VOLUME 28, NUMBER 4/APRIL 1991

DEPARTMENTS

7 **Editorial/Masthead**

10 **Security Indicators**
In 1989, retailers lost more than $2 billion to shrinkage despite loss prevention efforts. Drug use correlates with lower performance on the job.

15 **Idea Exchange**
Switchable glass, recently installed at Orlando International Airport, creates a secure, light-filled environment for travelers.



When international flights arrive, glass changes from clear to frosted. (p. 15)

19 **Issues**
Emerging and changing methods of identification and access control will help shape security in the 1990s.

FEATURES

24 **Cover Story**
SECURITY CURRICULUM RANKS FIRST
Nova University's skilled public safety staff uses state-of-the-art communications and alarm equipment to protect people and property on campus.

Steve Bias oversees public safety at Nova University. Fiber optic cables protect assets in campus computer labs and administration offices. (p. 24)

31 **GOVERNMENT'S ENCROACHING INVOLVEMENT**
Campus security rule-making hit its zenith with passage late last year of the Federal Student Right to Know and Campus Security Act.

33 **FIELD REPORT:**
ACCESS EXPANDS, NETWORKS, INTEGRATES
Business continues to plan for expansion. With so much security and spending at stake, informed, intelligent choices are paramount.

On the Cover
Communications between students and public safety is top priority at Nova University, Fort Lauderdale, Fla. Steve Bias, CPP, CPO, heads Nova's public safety effort. (p. 24)

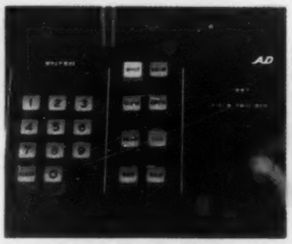
SERVICES

57 **Specifications Help Maximize Equipment, Security Capabilities**
It is difficult to keep up with new products and modifications. It makes sense to call upon experts.

EQUIPMENT FOCUS

58 **Gates, Operators Bolster Access Control**
Gate installations tell passers by that security takes access control seriously.

63 **Product Update**



This high density switcher/control system, plus 19 more products, are featured this month. (p. 63)

71 **Classifieds**

73 **Reader Service Cards**

Cahners Publishing Company, A Division of Reed Publishing USA ☐ Specialized Business Magazines for Building & Construction ☐ Research ☐ Technology ☐ Electronics ☐ Computing ☐ Printing ☐ Publishing ☐ Health Care ☐ Foodservice ☐ Packaging ☐ Environmental Engineering ☐ Manufacturing ☐ Entertainment ☐ Home Furnishings ☐ and Interior Design. Specialized Consumer Magazines for Child Care ☐ Boating ☐ and Wedding Planning.
SECURITY (ISSN 0890-8826) (GST #123397457) is published monthly, except for March and August when two issues are published in national and separate editions, by The Cahners Publishing Company (Subscription includes all issues). Cahners Publishing Company is a Division of Reed Publishing USA, 275 Washington St., Newton, MA 02158-1630. Terrence M. McDermott, President; Frank J. Sibley, Executive Vice President; Charles E. Moodhe, Senior Vice President/General Manager, Chicago Division; Jerry D. Neth, Senior Vice President/Publishing Operations; J.J. Walsh, Senior Vice President/Finance; Thomas J. Dellamaria, Senior Vice President/Production and Manufacturing; Ralph Knupp, Vice President/Human Resources. Circulation records are maintained at Cahners Publishing Company, 44 Cook St., Denver, CO 80206-5800. Phone: 303/388-4511. Second-class postage paid at Denver, CO 80206-5800 and additional mailing offices. Postmaster: send address corrections to ***SECURITY*** P.O. Box 173377, Denver, CO 80217-3377. ***SECURITY*** copyright 1991 by Reed Publishing USA; Ronald G. Segel, Chairman and Chief Executive Officer; Robert L. Krakoff, President and Chief Operating Officer; William M. Platt, Senior Vice President. Annual subscription rates for non-qualified people: USA, $59.95; Canada/Mexico, $89.95; other countries, $115 for surface mail and $165 for air mail. Single copies are available for $10, $14 and $18 (USA, Canada/Mexico and foreign). Product source guide is available for $50. Please address all subscription mail to ***SECURITY***, 44 Cook St., Denver, CO 80206-5800. ***SECURITY*** is a registered trademark of Reed Properties Inc., used under license.

SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.

RETAIL SHRINKAGE

1989 Shrinkage Tab Reaches $2.2 Billion; Prevention Effort Costs Retailers Millions

Loss prevention and shrinkage costs reached an all-time high in 1989, despite the $363.5 million retailers spent that year to prevent theft.

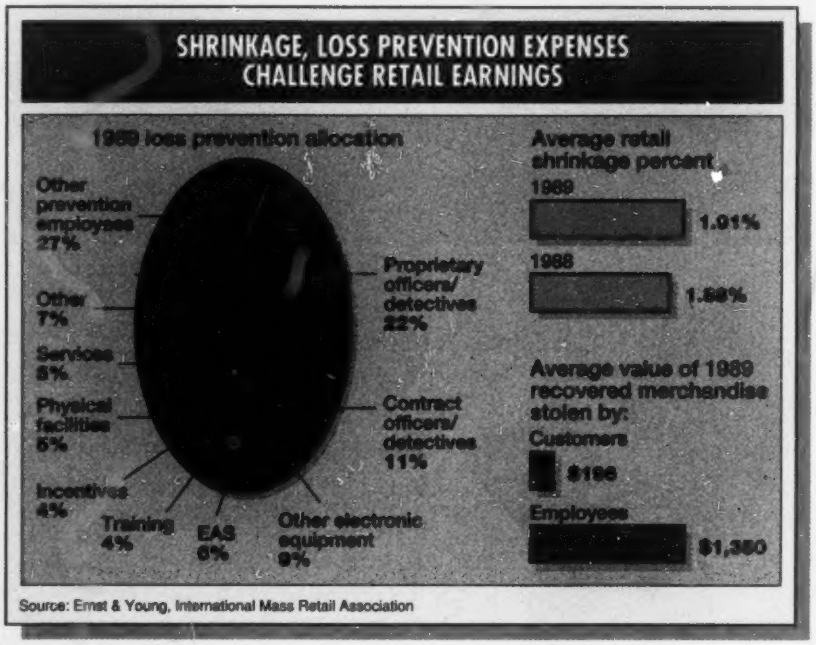
The 12th Annual Survey of Loss Prevention in the Retail Industry, conducted by Ernst & Young and the International Mass Retail Association, reports that retailers lost $2.2 billion to shrinkage in 1989. The average retail company spent $2.5 million to battle shrinkage that year — a 20 percent increase from 1988. To prevent theft, department stores spent three times more than specialty, hardline stores and twice as much as drug chains and supermarkets.

Among thefts, 45 percent were detected at the point of sale, the survey finds. Voids, phony returns and discounts to friends account for losses in this area.

While more than 93 percent of those apprehended for shoplifting were customers, the value of merchandise stolen by employees averaged seven times more than what customers took. Drugs play a part in thefts among both groups: Evidence of drug use was detected among 46 percent of customer thieves and 55 percent of employee thieves.

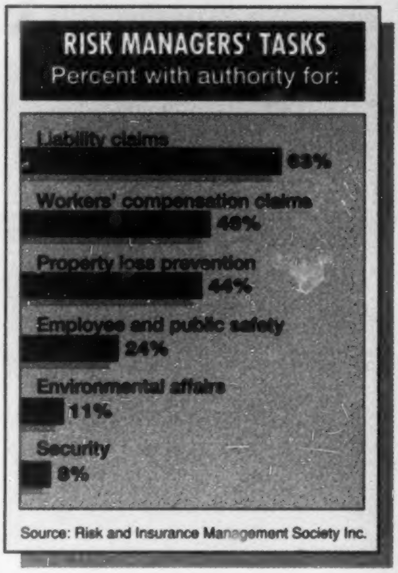
"People costs" — internal and external labor, services, training and incentives — account for nearly three-quarters of loss prevention expenses. Electronic article surveillance (EAS) and other electronic security equipment represent the second largest spending area.

Fashion accessories, costume jewelry, fine jewelry, videotapes and audio recordings — traditionally high-shrink merchandise — continue to be most vulnerable to theft.


SHRINKAGE, LOSS PREVENTION EXPENSES CHALLENGE RETAIL EARNINGS

Source: Ernst & Young, International Mass Retail Association

Escalating shrinkage continues to plague retail stores despite costly loss prevention efforts. Theft among retail employees impacts the problem.


RISK MANAGERS' TASKS
Percent with authority for:

Source: Risk and Insurance Management Society Inc.

Risk managers' chief tasks include managing claims and buying insurance.

RISK MANAGEMENT

Liability, Workers' Comp Premiums Dominate Risk Costs

Ever-present liability threats and astronomical health care costs cause liability and workers' compensation premiums to account for a considerable portion of risk control expenditures.

The 1991 Cost of Risk Survey, conducted by the Risk and Insurance Management Society (RIMS) and Tillinghast, a Towers Perrin company, reports that 25 cents of each cost of risk dollar pay for liability premiums, while 23 cents go toward workers' compensation premiums. Another 18 cents pay for unreimbursed liability losses.

Risk managers' responsibilities most often include managing liability and workers' compensation claims and purchasing these types of insurance. While only 8 percent of risk managers exercise chief authority over security, 18 percent share authority and 24 percent offer security-related recommendations.

Among risk managers, 60 percent reported to finance or treasury executives in 1990; 66 percent reported to these functions in 1985.

EMPLOYEES AND DRUGS

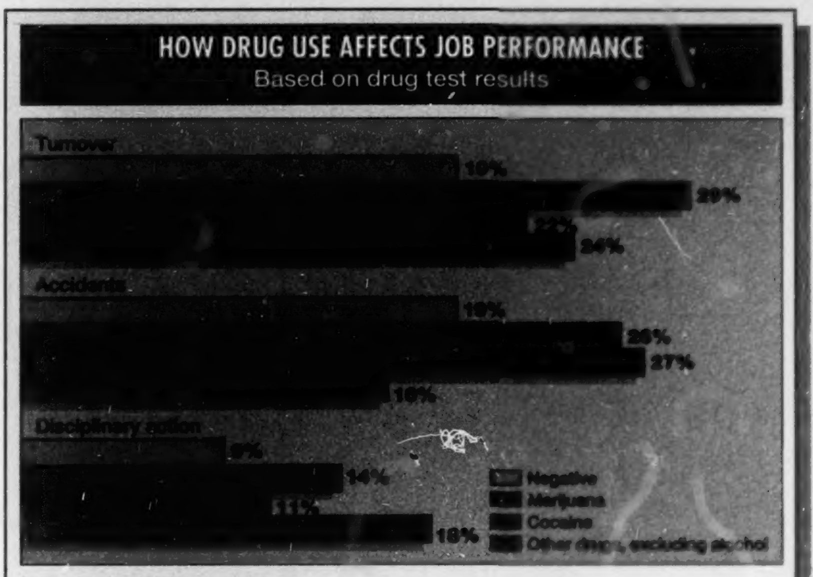
Substance Abuse Linked To Increased Problems on the Job

Employees who use marijuana or cocaine have higher rates of absenteeism, turnover and work-related accidents than do employees who avoid these substances.

A study published in *The Journal of the American Medical Association* finds that employees who use these drugs have 85 percent more accidents and are absent 78 percent more often than nonusers. Drug use also inflates turnover rates, especially for marijuana users. Cocaine most affects accident rates.

The American Medical Association (AMA) research contradicts earlier findings which cite a 200 to 300 percent increase in accidents and a 1,500 percent sick leave increase among drug users. The AMA findings also dispute studies which indicate widespread drug use among employees; 88 percent of AMA study participants tested negative for drugs.

An AMA *Journal* editorial says the probability of drug use among employees is dwarfed by the rate of illicit drug use among Americans arrested for crimes.



Source: American Medical Association

Employee drug use correlates with lower performance. "Other drugs" are nontherapeutic substances. Alcohol use is not reflected in this study.

Statistics show that employees support drug testing efforts if the tests will help rid their workplace of drugs. A study commissioned by the Institute for a Drug-Free Workplace finds 96 percent of Illinois employees favor workplace drug testing. Another 69 percent are willing to submit to a drug test. More than 50 percent of workers polled support random drug testing.

OFFICE AUTOMATION

High-Tech Offices Pose Additional Security Risks

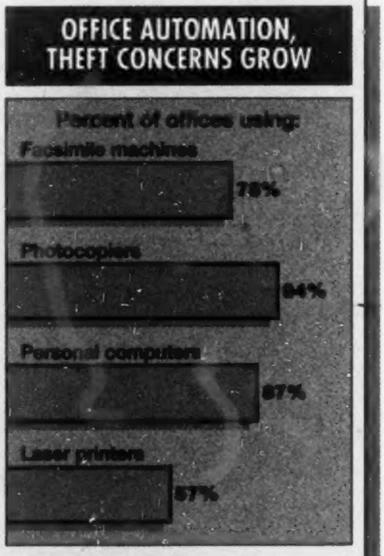
Fax machines, personal computers and photocopiers make it easy for office employees to communicate within and outside the company. Businesses face new challenges, however, as this convenience poses increased information and physical security risks.

A recent study commissioned by Ricoh Corp. finds that office workers ranging from top executives to mail clerks regularly use office equipment.

"Office automation products were first intended to improve productivity among secretarial and clerical employees," says Mark Stanton, Ricoh's manager of product communications. "Now we see office equipment climbing the corporate ladder as managers find the machines increasingly productive tools." Managers lead other employees in fax machine use.

Office machines' decreased cost, size and complexity further contribute to the decentralization of office equipment.

The office automation boom means increased revenue for vendors who sell products that keep machines from "walking out the door." The boom has also inspired awareness programs aimed at teaching basic information security techniques to employees working at every level.



Source: Ricoh Corp.

Nearly all offices use at least one technology to process information.

NEWS

Security Wrap-Up: Fire Safety, Campus Crime, Aviation

▶ A study of emergency programs among more than 200 **asbestos abatement contractors** finds that the majority do not comply with federal fire safety training and equipment requirements. The Fidelity Environmental Insurance Co. reports that 77 percent do not provide fire extinguisher training for workers. Another 91 percent use inadequate emergency lighting.

▶ The latest Towson State University survey finds that drug and alcohol use is a significant risk factor for **campus crime** victimization. Students who are campus crime victims — as well as students who admit to committing campus crime — report more frequent drug and alcohol use than students who are neither victims nor perpetrators. The most frequently reported crimes are theft, vandalism, assault, sex-related violence and robbery. More than 37 percent of students say they have been the victim of a campus crime.

▶ The Federal Aviation Administration (FAA) has only half as many security employees as it needs, reports the National Security Institute.

CEO Update: Asset Protection's Revolutionary Steps p. 25

A CAHNERS PUBLICATION

MAY 1991

SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS

HIGH SECURITY p. 26

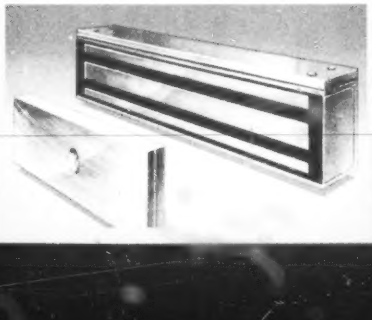
Checking Out The Bosses p. 30

Ways to Squeeze More Out of Reports p. 37

Five Monitor Buying Tips p. 39

Finally: Industry Action on False Alarms p. 43

Equipment Focus: Electromagnetic Locks p. 48



Stephen Fitzgerald
General Manager
John Hancock Center

SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS

A CAHNERS PUBLICATION/VOLUME 28, NUMBER 5/MAY 1991

DEPARTMENTS

9 Editorial/Masthead

10 Security Indicators
Security takes on fire code compliance. Private security may handle alarm response within the next 5 years.

13 Idea Exchange
Safety committee initiates routine inspection of school playground equipment to reduce the chances of accidents and lawsuits.

Formal inspection of playground equipment becomes a priority. (p. 13)

19 Issues
Effective security requires alert and committed top management support.

FEATURES

25 REVOLUTIONARY CALL FOR ASSET PROTECTION MANAGEMENT
Chief executive officers seek security programs that reflect to the bottom line.

26 Cover Story
HIGH SECURITY
Life safety and security at the architecturally famous John Hancock Center stresses personable attention, thanks to security-savvy property manager.

Mixed-use property at the John Hancock Center has complex security needs. (p. 26)

30 KEEPING THE PIECES TOGETHER
High-level job candidates may not complete job applications; background checks minimize white collar crime.

37 SYSTEM REPORTS: 5 WAYS TO DO MORE
Security decision makers can squeeze more out of reports to solve problems and identify trends.

39 DON'T FORGET THE MONITOR
A monitor plays an integral part in the CCTV picture. Review these tips to meet your specific needs.

On the Cover
Property management professionals are more knowledgeable of the benefits of security, like Stephen Fitzgerald, who has security responsibility at one of the world's ~~tallest~~ multi-use buildings. (p. 26)

SERVICES

43 Industry Strives to Reduce False Alarms
The alarm industry — vendors and associations — strive to defeat the false alarm problem.

EQUIPMENT FOCUS

48 Low-Maintenance Electromagnetic Locks Protect Entrances with Fail-Safe Force
Electromagnetic locks protect against intrusion and release their hold in life-threatening situations.

53 Product Update

Best Lock's newly introduced cylindrical lock is one of more than a score of hot products inside this month. (p. 53)

63 Literature

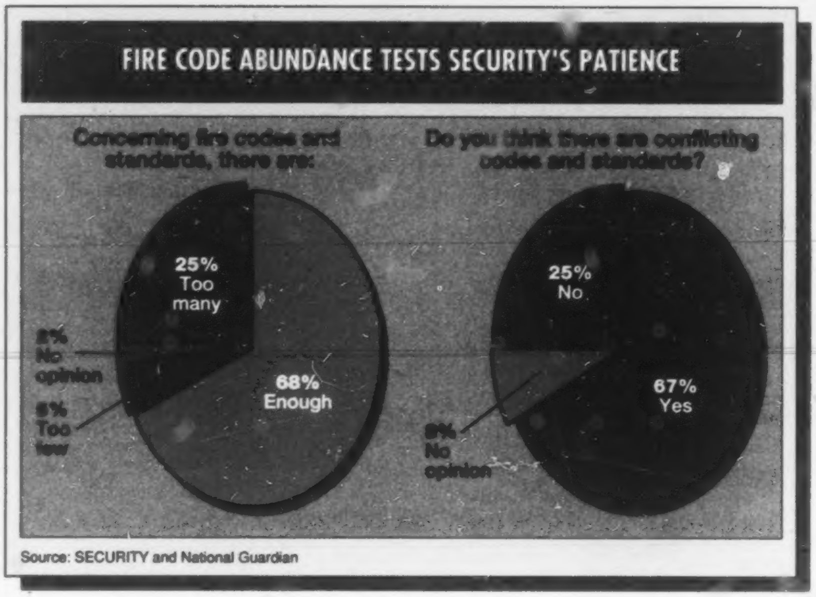
64 Classifieds

67 Reader Service Cards

Cahners Publishing Company, A Division of Reed Publishing USA ☐ Specialized Business Magazines for Building & Construction ☐ Research ☐ Technology ☐ Electronics ☐ Computing ☐ Printing ☐ Publishing ☐ Health Care ☐ Foodservice ☐ Packaging ☐ Environmental Engineering ☐ Manufacturing ☐ Entertainment ☐ Home Furnishings ☐ and Interior Design. Specialized Consumer Magazines for Child Care ☐ Boating ☐ and Wedding Planning.
SECURITY (ISSN 0890-8826) (GST #123397457) is published monthly, except for March and August when two issues are published in national and separate editions, by The Cahners Publishing Company (Subscription includes all issues). Cahners Publishing Company is a Division of Reed Publishing USA, 275 Washington St., Newton, MA 02158-1630. Terrence M. McDermott, President; Frank J. Sibley, Executive Vice President; Charles E. Moodhe, Senior Vice President/General Manager, Chicago Division; Jerry D. Neth, Senior Vice President/Publishing Operations; J.J. Walsh, Senior Vice President/Finance; Thomas J. Dellamaria, Senior Vice President/Production and Manufacturing; Ralph Knupp, Vice President/Human Resources. Circulation records are maintained at Cahners Publishing Company, 44 Cook St., Denver, CO 80206-5800. Phone: 303/388-4511. Second-class postage paid at Denver, CO 80206-5800 and additional mailing offices. Postmaster: send address corrections to ***SECURITY*** P.O. Box 173377, Denver, CO 80217-3377. ***SECURITY*** copyright 1991 by Reed Publishing USA; Ronald G. Segel, Chairman and Chief Executive Officer; Robert L. Krakoff, President and Chief Operating Officer; William M. Platt, Senior Vice President. Annual subscription rates for non-qualified people: USA, $59.95; Canada/Mexico, $89.95; other countries, $115 for surface mail and $165 for air mail. Single copies are available for $10, $14 and $18 (USA, Canada/Mexico and foreign). Product source guide is available for $50. Please address all subscription mail to ***SECURITY***, 44 Cook St., Denver, CO 80206-5800. ***SECURITY*** is a registered trademark of Reed Properties Inc., used under license.

SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.


FIRE CODE ABUNDANCE TESTS SECURITY'S PATIENCE

Source: SECURITY and National Guardian

Most decision makers say there are enough, too many or conflicting fire codes. The NFPA says technical requirements among code-writing bodies are very similar.

FIRE PREVENTION

Cited: Code, Standard Conflicts Amid Expanding Fire Guidelines

Keeping up with the ever-increasing number of fire codes and standards is becoming more challenging for security decision makers.

More than two-thirds of respondents to SECURITY's 1991 First Quarterly Telephone Survey say the current number of fire codes and standards is on target. One quarter, however, say there are too many codes and standards. Fifty percent of those who cite code overkill represent retail establishments. Just five percent say there are too few codes; institutions are most seeking additional guidance through fire codes. SECURITY survey respondents demographically reflect the entire security decision-making population.

The majority of SECURITY's survey respondents agree that code-making organizations author conflicting codes and standards. Once again, retail voices highest discontent. Nationwide retail chains, especially, are challenged by ambiguities among code-making bodies and varying state codes.

The National Fire Protection Association (NFPA), Quincy, Mass., one of several code-making bodies, has authored 275 fire codes and standards. Arthur E. Cote, NFPA's assistant vice president and chief engineer, says amendments written at state and local levels account for further confusion among safety-conscious businesses.

"Unique geography and fire defense circumstances trigger the need for code differences among municipalities," Cote tells SECURITY. "A manufacturer may have to build or transport its products differently for some states."

NFPA is frequently petitioned to develop codes and standards for new business areas, according to Cote. "Business sectors today — more than in the past — are asking us for guidance," he says.

CODE MANAGEMENT

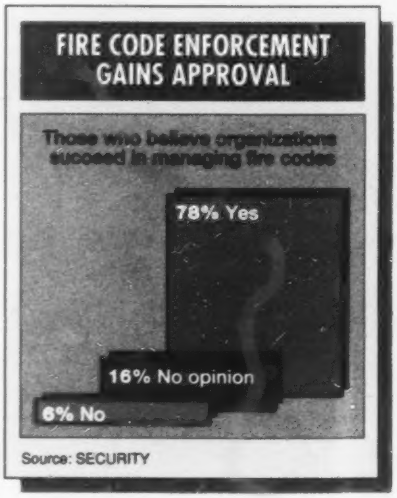
Fire Code Organizations Gain Thumbs-Up

The majority of security decision makers say they're expected to comply with too many fire codes and standards. Nevertheless, the organizations which write the codes score high marks among respondents to SECURITY's 1991 First Quarterly Telephone Survey.

Among respondents, 78 percent say organizations dedicated to fire prevention successfully manage fire codes and standards. Just six percent disapprove of organizations' management of codes.

Factory Mutual Engineering and Research (FME&R), Norwood, Mass., maintains 325 loss prevention guidelines, 200 of which are fire- or explosion-related. NFPA and FME&R spokespersons contend their organizations are working to narrow differences between codes.

Larry Chase, vice president and standards division manager for Factory Mutual's Research Corp., tells SECURITY, "The emphasis is on keeping existing standards technically current. We are, however, developing new advisory guidelines targeted to newer business areas. Other new guidelines are intended to 'fill in some blanks.' "

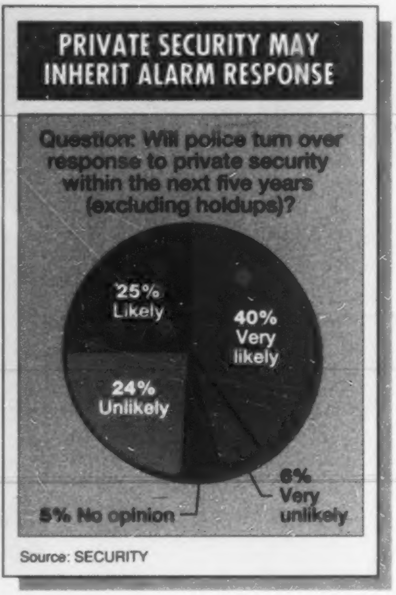

FIRE CODE ENFORCEMENT GAINS APPROVAL

Source: SECURITY

Security endorses fire code management practices despite heavy code volume.

ALARM RESPONSE

Security Predicts Alarm Response Acquisition



Source: SECURITY

Alarm response will be among private security's tasks by the mid-1990s, the majority agree.

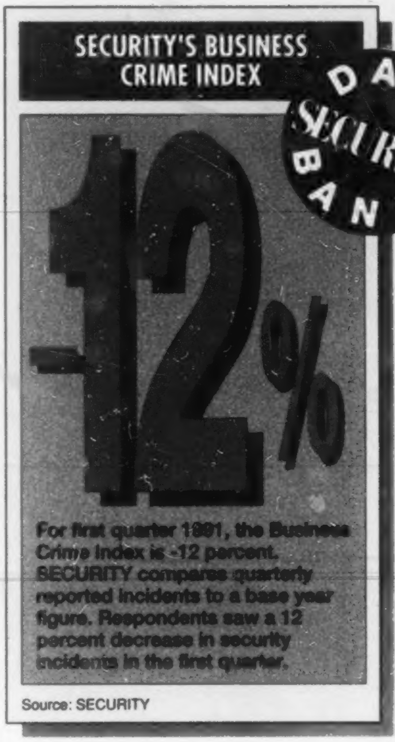
The debate over who should respond to alarms will continue as long as false alarms divert local police from priority tasks.

Private security — instead of police — will be expected to respond to alarms within the next five years, says a recent SECURITY survey. Among respondents, 65 percent believe it's likely or very likely that private security will follow up on non-holdup alarms by 1996.

Private security anticipates an increasing alarm response role as police tackle community problems aggravated by drug abuse. As recently as 1987, *Security Distributing & Marketing* reported that most police departments were not considering a no-response policy despite the financial and personnel drain triggered by frequent false alarm response. No-response policies give police the option to regard an organization's alarms as low priority after the facility has accumulated a specified number of false alarms within a specified period.

Among SECURITY survey respondents, 42 percent say false alarms are a problem for their organizations. The good news: 60 percent of those who cite this problem say it's lessening. Improved training can make the difference: 43 percent say inadequate user training is the primary false alarm cause.

BUSINESS CRIME INDEX



Source: SECURITY

First Quarter incidents declined.

HUMAN RESOURCES

Hotline Prompts Employee Mistreatment Accusations

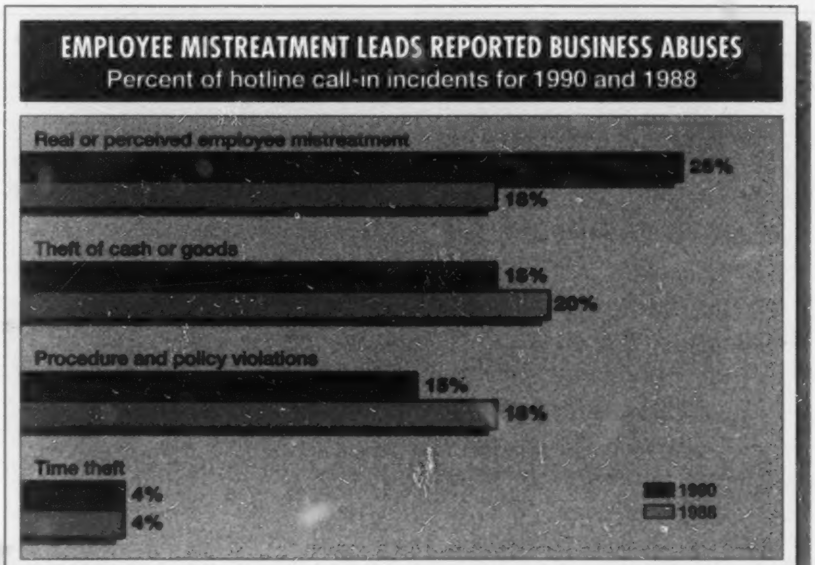
Employers, employees, vendors and customers tell it like it is when they have the chance to remain anonymous.

So says a survey conducted by The Network, a Norcross, Ga.-based publisher of awareness and training programs. The Network maintains the Information Clearinghouse, an anonymous toll-free number reporting program used by awareness program clients.

Real or perceived employee mistreatment tops theft and procedure violations as the most common business abuse reported by employees, employers or the public. The Network defines business abuse as any act that harms a company, its employees or its customers.

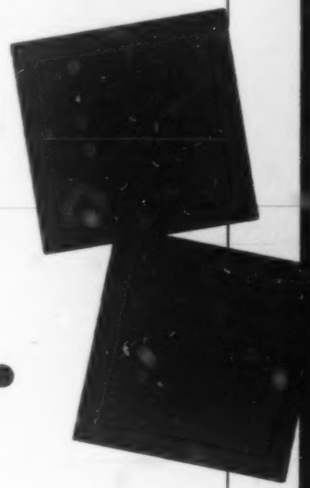
The Network's security awareness programs are targeted at improving communication between management and employees. Employees — the group that initiates most hotline calls — are encouraged to make an effort to work out problems with supervisors before calling the Information Clearinghouse. It's no surprise, consequently, that employee mistreatment claims are most often registered.

"Companies are starting to recognize that addressing security means addressing human resource issues as well," says Ed Stamper, president, The Network. "As a subscriber's loss prevention program becomes increasingly effective, the Information Clearinghouse receives fewer calls from that client."



Source: The Network

Employee mistreatment leads reported business abuses for 1990. Time theft, equal opportunity violations and courtesy problems remained relatively stable since 1988.



Keeping the Pieces Together

Through careful executive screening, security decision makers fortify the workplace against white collar crime.

By Rebecca D. Russell
Senior Editor

It may be old news, but when it lands on your doorstep, it's unwelcome. Newspapers are rife with stories that detail fraud, industrial espionage and embezzlement perpetrated by management-level personnel at companies large and small.

By the time the headlines break, senior managers have asked the tough question: How will the company protect against such damage in the future? Security must answer.

Estimates peg the cost of economic crime at 2 percent of gross national product. Yet what does business do to prevent white collar crime?

Prevention-conscious decision makers need to take the offensive, identifying potential problems before executives fill out a W-2. The solution: preemployment screening of employees at all levels.

"More than 75 percent of the people who perpetrate white collar crimes did so at another company," says Eugene Ferraro, vice president, Krout & Schneider Inc., Los Angeles, an investigative firm.

Some 29 percent of resumes are fraudulent, says David Karas, marketing manager, Equifax Services Inc., Atlanta, another national investigative firm.

Ferraro and others contend that companies generally do less screening for higher-titled positions. Background checks "reveal so many gaps that the company would not have hired the person if he applied for janitorial work," he says.

Developing Corporate Support

Improved executive job candidate screening requires commitment from a cross-section of company departments: executive management, security, human resources, legal and audit.

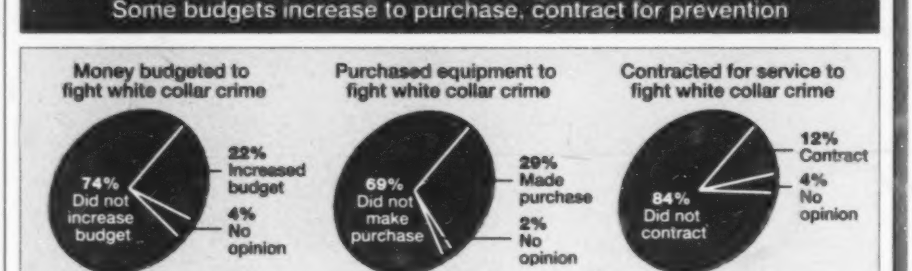
"White collar crime is generic to all industries. The difference lies in the methodology of hiring and screening and the work environment," says Tim Williams, assistant vice president of corporate security, Northern Telecom, Nashville, Tenn. "You have to look at how it fits into the overall employee environment. There's no quick fix."

Traditionally, business contracts with an investigative company to check a job candidate's background. Candidates sign a release form consenting to the check; pertinent information is forwarded to the screening company.

Companies can tap information that may be indicative of personal traits and levels of responsibility. Driving records may reveal a history of substance abuse or reckless driving. Criminal and civil court records show whether the person has been the object of a lawsuit or has initiated suits against a previous employer. Other searches include bankruptcy, tax liens and verification of social security number, address, education and previous employer. Some also check credit history to determine personal financial management.

"It is a piece in the whole puzzle," says Patrice McCall, human resource manager at the California regional headquarters of Inacomp Computer Centers, Garden Grove.

Lacking a security department to collect background information, Inacomp contracts with Krout & Schneider for 24-hour report turnaround. Following



SPENDING REFLECTS INCREASED ATTENTION TO WHITE COLLAR CRIME

Some budgets increase to purchase, contract for prevention

Source: SECURITY

Business sees an increase in budgeting for purchases to combat white collar crime.

Executive Background Checks Help Limit Liability Tangles

interviews, a job candidate completes several employment tests. Krout & Schneider conducts subsequent background checks.

Gaining popularity is the introduction of computer networks, which allow businesses equipped with a computer and modem to gather applicant information on-line.

Robert Ayres, CPP, director of security at Merle Norman Cosmetics, Los Angeles, says security checks veracity of applications for all levels of jobs. He plugs into an on-line search through CDB Infotek, Orange, Calif.

Looking At Long-Term Costs

Elsewhere, a security manager at a defense contractor says he has two primary resources: criminal record microfiche on file in the security office and the CDB Infotek computer database.

"People applied for top financial positions and a check showed a history of embezzlement," the decision maker says.

Brad Feinberg, manager of assets protection at Christian Salvesen Distribution Services, Secaucus, N.J., contracted for background checks, but recently invested in hardware and software to handle this task in-house. Feinberg estimates that for three years he spent $250 per inquiry, for a total cost of $20,000. With an investment of close to $7,000 for hardware and software, he estimates long-term cost will be less than half of the outside costs.

"It is more cost-effective to do it ourselves. It will speed turnaround and the accessibility is incredible," he says.

While doing the job yourself may save up-front charges, it can infringe on staff time.

Tests Can Be Telling

Pre-employment tests are another screening choice for employees at all levels. Researchers at London House, Park Ridge, Ill., tested 111 high-level personnel who attended management-level seminars. Each attendee — 40 vice presidents and above, 66 mid-level managers and five non-managers — completed an ethics questionnaire and nine paper-and-pencil psychological tests.

"Executives and managers who scored above average on the ethics questionnaire tended to have a more realistic view of their role in the organization," says Alan J. Nerad, London House management assessment consultant. Tests can help identify if high-level employees may pursue unethical behavior, he says.

Screening Your Business Partners

Brian Jenkins, Kroll Associates, Los Angeles, says a variety of business market changes — the emerging global marketplace, ever-expanding information technology capabilities, increasing competition — have created a new criminal atmosphere.

"You used to do business with someone you had golfed with for 35 years; today you increasingly do business with strangers," Jenkins says.

"It is more cost-effective to do background checks ourselves."
— Brad Feinberg

Following this trend is an increase in vendor verification or vendor due diligence, says Don Walker, president, Business Risks International, Nashville. In-the-know businesses seek help to review the companies they do business with, to help eliminate future legal entanglements with potential white collar criminals.

Suzanne Jacaruso, vice-president/secretary, Sutton Associates, Hempstead, N.Y., says, "Most companies find that the effects of not doing background investigations costs them in legal fees and uncollected money."

It is this prevention mindset that prompts savvy security decision makers and business managers to explore background screening options. ☐

Executive Background Check Tips

If your organization has not tested the waters of background checks for execs, consider these tips.

First, develop a corporate strategy, suggests Tim Williams, assistant vice president of corporate security, Northern Telecom, Nashville, Tenn. This will help identify roles and avoid ambiguities as staff from several departments work together.

For specific department interaction, a defense contracting company security manager says mutual confidence between security and human resources is critical. "It is a lot of work to hire someone. Security can't just say, 'no, you can't hire this person.' Human resources has to be able to see that you are doing it on more than instinct."

If your business chooses to tap into on-line information retrieval, Robert Ayres, CPP, director of security at Merle Norman Cosmetics, Los Angeles, suggests learning about the following.

- Turnaround of information.
- Information quality guarantee: "Is what you get what they get?"
- Cost.
- Geographic areas covered.

Also be sure to talk with other users to identify strengths and concerns.

For More Information

Business Risks International	**Circle 153**
CDB Infotek	**Circle 154**
Equifax	**Circle 155**
Kroll Associates	**Circle 156**
Krout & Schneider	**Circle 157**
London House	**Circle 158**
Sutton Associates	**Circle 159**
U.S. Datalink	**Circle 160**

System Reports: 5 Ways to Do More

System report data helps security analyze the past and plan for the future.

By Brenda Moss
Staff Editor

Where is your security system report data right now?

It's likely the data resides in a file drawer. When an incident occurs, it's time to dig through stacks of paper — and point fingers.

Fire, access control, facilities management and electronic guard tour systems are among technologies which frequently sport report-generating capability. Following are five ways to get the most out of system reports.

1. Look for Trends

"People only refer to reports after something happens — they don't look for movement," says Harold Frank, CPP, owner, H. Frank & Associates, a Palm Beach Gardens, Fla.-based international consulting firm.

Frank suggests tracking after-hours employee access and excessive use of one person's access card or number. This is crucial when access systems don't employ time-zone lockout.

The person assigned to read system reports must be educated to identify problem areas, Frank adds.

2. Justify Security's Position

"Reports can show that security is working," says James Ryan, Phd., CPP, president, James H. Ryan Associates, Petersburg, Va. "They can also back up requests for additional funds."

3. Provide Instant Answers

Security stays in step with other departments by providing instant answers to access- and safety-related questions.

"A computer program allows for quick compilation of complex reports," says Denis O'Sullivan, CPP, president, PPM 2000, Blue Bell, Pa. PPM 2000 developed Security Intrack management software, which allows users to categorize incidents, analyze current data and forecast trends.

"People usually file system reports in a cabinet after an investigation," O'Sullivan says. "This data should remain part of an active electronic file to help predict future trends."

Systems which employ a processor with internal memory allow users to generate complete and "exception-only" reports.

"You usually don't need a day's complete activity on paper," says Ronald Libengood, CPP, principal security consultant, SecuraComm Associates, Pittsburgh. "Instead, store all data on a hard drive so you can retrieve it when necessary."

Users whose systems lack interrogation capability can export data from an access control system and import into a data base program, Libengood suggests.

4. Timely, Safe Advantages

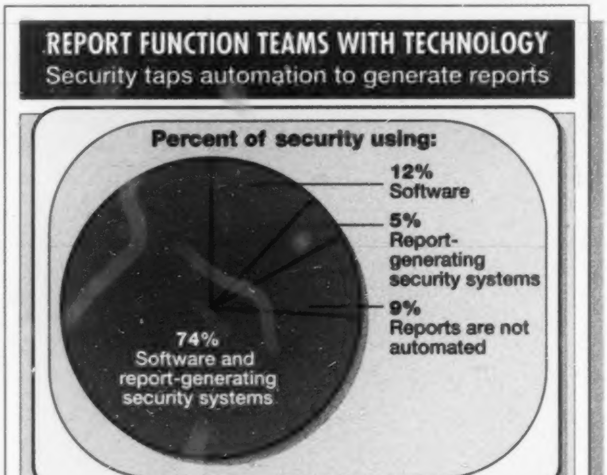
User who employ facilities management systems tie safety and security system reporting functions — and reports — together. These systems also give security the chance to share time and attendance data with other departments.

5. Be Prepared For the Unexpected

Courtroom challenges demand complete system and incident reports. Security is ahead when reports are in the best possible condition.

Reports which contain full security disclosure help organizations obtain lowest-cost insurance coverage.

It takes both technology and security officers to give the complete picture when it comes to documenting incidents. Train officers to write clear, concise incident reports. ☐



Source: SECURITY

Security looks to technology to generate reports.

For More Information

PPM 2000	Circle 170
Practical Education Services (Report-writing textbooks)	Circle 171
Proprietary Controls Systems Corp. (Facilities management and guard tour systems)	Circle 172

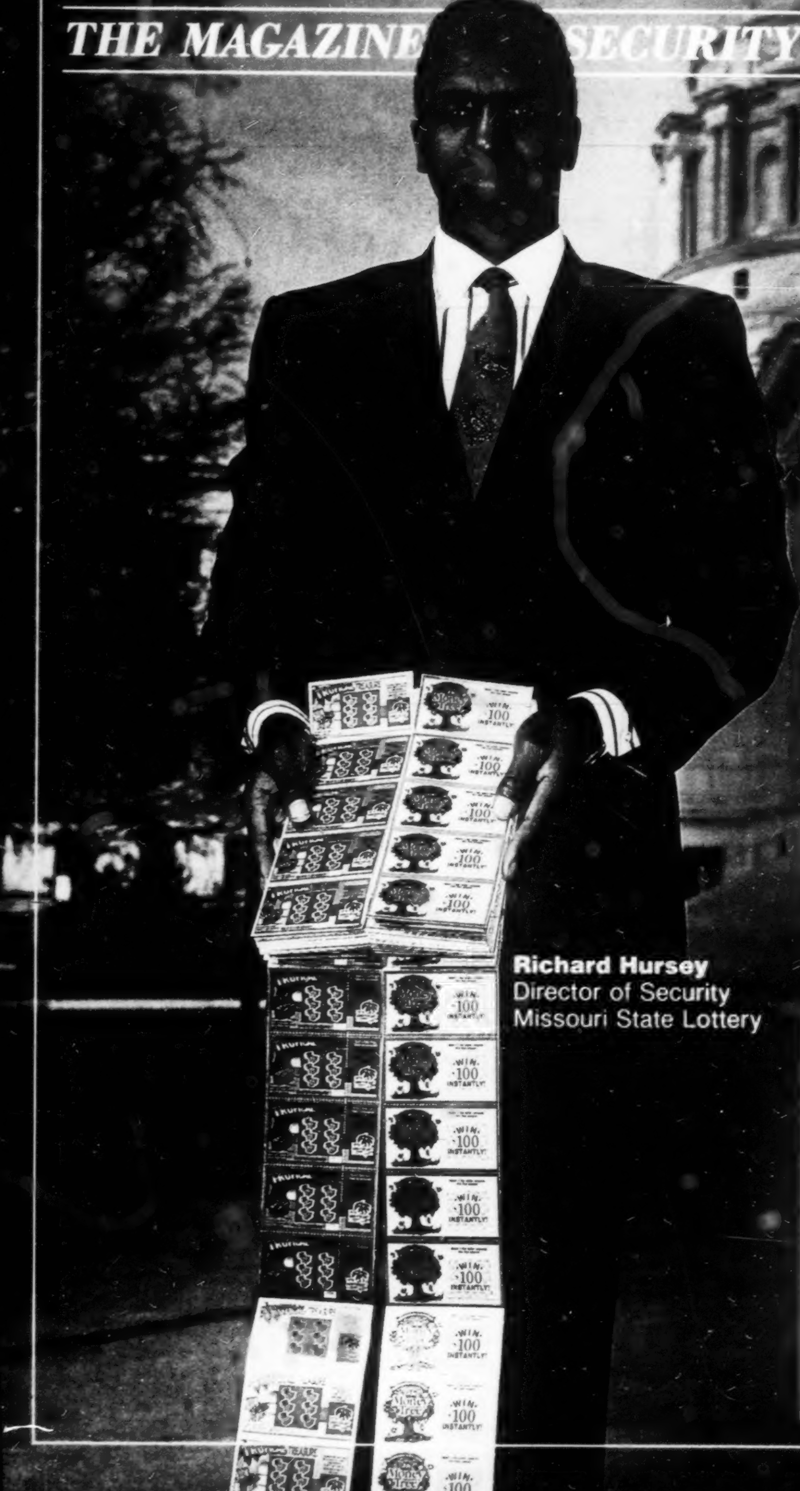
Insurance Rates To Rise! p.43   Events Pull-out BONUS p.59

A CAHNERS PUBLICATION

JUNE 1991

SECURITY®

THE MAGAZINE SECURITY DECISION MAKERS


WIN 100 INSTANTLY!

Richard Hursey
Director of Security
Missouri State Lottery

SECURITY'S WINNING TICKET p. 32

Dressing For Success p. 38

Customizing Access Controls p. 47

How to Lease Your Next System p. 57

Equipment Focus: Fire Protection Systems p. 68

SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS

A CAHNERS PUBLICATION/VOLUME 28, NUMBER 6/JUNE 1991

DEPARTMENTS

9 Editorial/Masthead

12 Security Indicators
Precautions decrease incidents following employee termination. Motor vehicle theft speeds up in 1990.

15 Idea Exchange
Technology plays a major role in protecting the Bill of Rights as it tours the country.

Visitors can view one of the original 200-year-old Bill of Rights drafts. (p. 15)

23 Issues
The currently slow economy shouldn't necessarily justify decreasing security staffing.

FEATURES

32 Cover Story
LOTTERY SECURITY HITS THE JACKPOT
Meticulous procedures and technology team for a winning combination at the Missouri State Lottery.

Inspecting lottery tickets is one of many procedures the Missouri Lottery's security team handles. (p. 32)

38 UNIFORM DRESS
Choose the uniform that works best for business.

43 FIVE TIPS TO SOFTEN LOOMING "HARD INSURANCE" WALLOP
How to avoid the predicted insurance premium jump.

47 CUSTOM DESIGNING YOUR ACCESS CONTROL SYSTEM
A customized approach is the best solution.

50 RECOVERING RIGHT
Review advice to plan for recovery from disasters.

59 ADT/SECURITY 1991 EVENTS PULL-OUT CALENDAR

On the Cover
The Missouri Lottery's secure image helps sell lottery tickets. Richard Hursey explains behind-the-scenes procedures. (p. 32)

SERVICES

57 Leasing Offers Fiscal, Technological Advantages
Staying current with technology is just one of many advantages to leasing.

EQUIPMENT FOCUS

68 Third-Party Organizations Guide Fire Detection System Assembly
Seeking UL- or FM-approved components ensures a viable detection system.

72 Product Update

This alarm, control and display system, plus more than 40 other exciting products are featured inside. (p. 72)

86 Literature

87 Classifieds

91 Reader Service Cards

Cahners Publishing Company, A Division of Reed Publishing USA ☐ Specialized Business Magazines for Building & Construction ☐ Research ☐ Technology ☐ Electronics ☐ Computing ☐ Printing ☐ Publishing ☐ Health Care ☐ Foodservice ☐ Packaging ☐ Environmental Engineering ☐ Manufacturing ☐ Entertainment ☐ Home Furnishings ☐ and Interior Design. Specialized Consumer Magazines for Child Care ☐ Boating ☐ and Wedding Planning.
SECURITY (ISSN 0890-8826) (GST #123397457) is published monthly, except for March and August when two issues are published in national and separate editions, by The Cahners Publishing Company (Subscription includes all issues). Cahners Publishing Company is a Division of Reed Publishing USA, 275 Washington St., Newton, MA 02158-1630. Terrence M. McDermott, President; Frank J. Sibley, Executive Vice President; Charles E. Moodhe, Senior Vice President/General Manager, Chicago Division; Jerry D. Neth, Senior Vice President/Publishing Operations; J.J. Walsh, Senior Vice President/Finance; Thomas J. Dellamaria, Senior Vice President/Production and Manufacturing; Ralph Knupp, Vice President/Human Resources. Circulation records are maintained at Cahners Publishing Company, 44 Cook St., Denver, CO 80206-5800. Phone: 303/388-4511. Second-class postage paid at Denver, CO 80206-5800 and additional mailing offices. **Postmaster: send address corrections to *SECURITY* P.O. Box 173377, Denver, CO 80217-3377.** *SECURITY* copyright 1991 by Reed Publishing USA; Ronald G. Segel, Chairman and Chief Executive Officer; Robert L. Krakoff, President and Chief Operating Officer; William M. Platt, Senior Vice President. Annual subscription rates for non-qualified people: USA, $59.95; Canada/Mexico, $89.95; other countries, $115 for surface mail and $165 for air mail. Single copies are available for $10, $14 and $18 (USA, Canada/Mexico and foreign). Product source guide is available for $50. Please address all subscription mail to *SECURITY*, 44 Cook St., Denver, CO 80206-5800. *SECURITY* is a registered trademark of Reed Properties Inc., used under license.

SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.

EMPLOYMENT TRENDS

Handle With Care: Layoff Victims Pose Risks To Former Employers

A skyrocketing unemployment rate characterized first quarter 1991 as an unstable period for employees and employers alike.

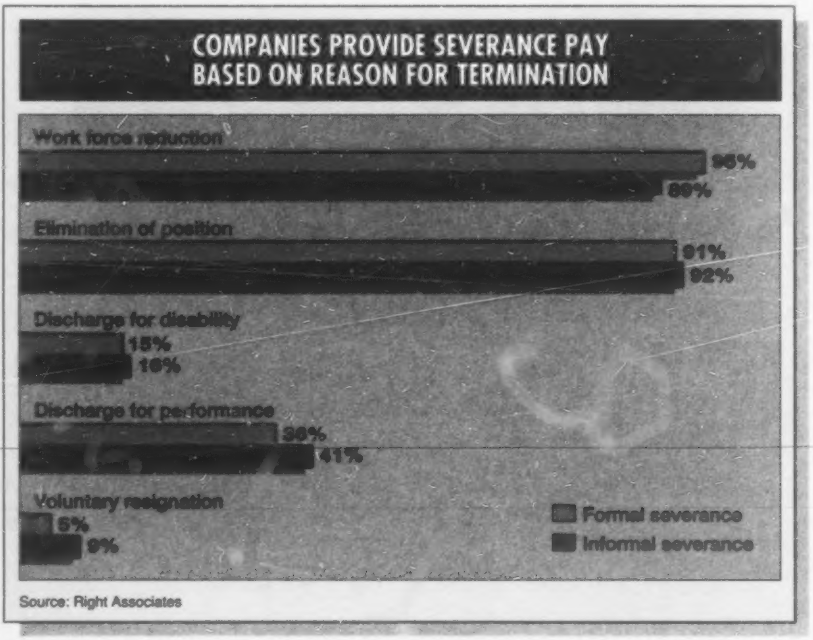
Severance pay benefits softened the blow for workers whose employers offer severance pay programs. A study of 338 manufacturing companies conducted by Right Associates, Philadelphia, finds that 95 percent of participating firms extend severance pay to those affected by work force reductions. By offering termination packages, these firms to some extent lessen the likelihood that former employees will instigate incidents. However, all firms face increased risk following employee terminations.

The Right Associates' study differentiates between responding firms as those which grant formal severance pay — such as that included in a published policy — or informal severance pay — a case-by-case system.

Virginia Lord, senior vice president, Right Associates, says all employers must follow certain guidelines to decrease risks posed by former employees.

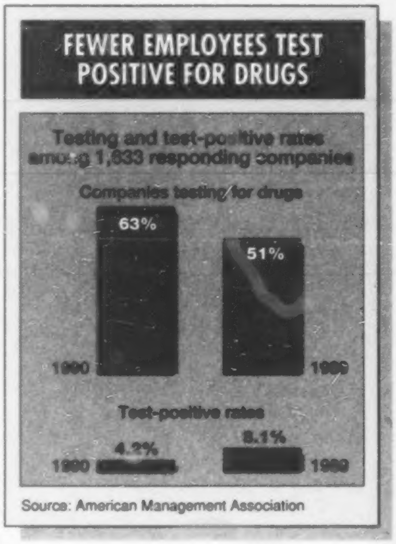
"Separating organizations must keep their own and the former employee's safety in mind," Lord tells SECURITY. "They must determine exactly how an individual will leave the premise, how to collect keys and credit cards and when to change passwords. All these things must be done in a positive manner to avoid alienation."

Lord suggests assigning a security officer or a manager to supervise as a terminated employee empties the work area. This precaution helps ensure that proprietary information stays with the company.


COMPANIES PROVIDE SEVERANCE PAY BASED ON REASON FOR TERMINATION

Source: Right Associates

Most organizations — 85 percent — have some type of severance pay policy. Firms which establish post-termination procedures may decrease incident likelihood.


FEWER EMPLOYEES TEST POSITIVE FOR DRUGS

Source: American Management Association

Government regulations prompt more firms to test employees for drugs.

DRUGS

Increased Drug Screening Reveals Test-Positive Drop

Fewer employees tested positive for drug use in 1990, despite a 22 percent increase in testing that year among firms surveyed. So says a survey of 1,633 companies conducted by the American Management Association (AMA), New York City.

The number of organizations which conduct periodic or random testing doubled in each of the past two years.

AMA survey director Eric Greenberg cites several reasons for the 48 percent test-positive drop in 1990.

"The percentage of test-positives becomes smaller as the periodic- and random-basis testing pool grows," Greenberg says. "The test-positive rate stands at 27 percent for suspicion-only tests."

Department of Transportation (DOT) regulations which mandate driver testing influence the increase in corporate drug testing. Among transportation companies, 95 percent report having drug testing policies. Testing is also common among manufacturing, wholesale and retail firms, which are frequently covered by DOT mandates.

CRIME TRENDS

Vehicle Theft Passes Other Personal Crimes

Car thieves realized a profitable year in 1990, driving home a 19 percent motor vehicle theft increase over 1989, says the U.S. Department of Justice. Thieves stole a record-breaking 1.4 million motor vehicles and attempted to steal another 770,000 cars.

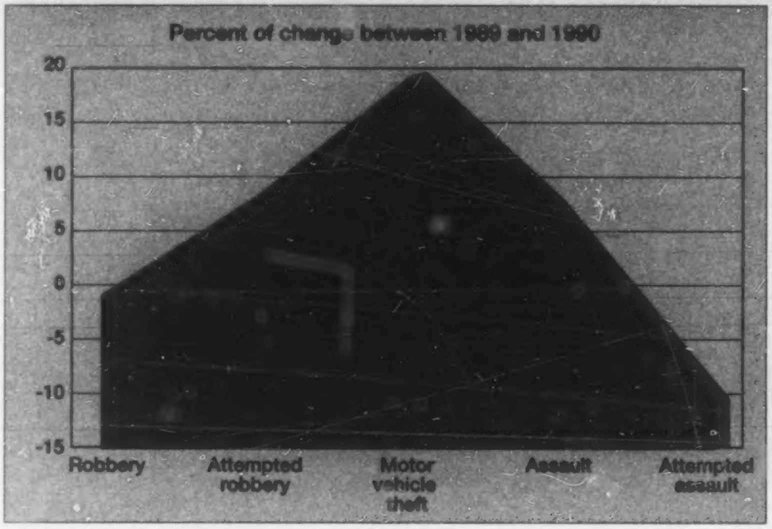
Despite the dramatic increase in vehicle thefts, combined personal and household crime decreased by 1 million offenses in 1990. Last year's 8 percent decline in personal thefts which were accomplished without direct contact between the victim and the offender contributed toward the drop. Theft of personal belongings from public places and parked cars comprises 95 percent of all personal thefts and 66 percent of all crimes against individuals.

"Single-tenant premises are easier to protect because this is where security's people and technology can best be put to advantage," says Robert Shellow, Ph.D., past president of the International Association of Professional Security Consultants and president of IMAR Corp., Bethesda, Md. "It's harder to deter crime on city streets or in large public places such as airports."

Alfred Blumstein, dean of the School of Urban and Public Affairs, Carnegie Mellon University, Pittsburgh, says unemployment influences burglary rates.

"Burglary declines during high unemployment periods because more people are at home to protect their premises," Blumstein says. "We're expecting an upswing in the age group most likely to commit burglary within the next two years, however." The current peak age for burglars is 16.

VEHICLE THEFT ACCELERATES WHILE OTHER PERSONAL CRIMES, ATTEMPTS DECREASE



Source: U.S. Department of Justice

Victims reported about 13.3 million personal crimes last year. About 62 percent of offenses experienced by those surveyed were never brought to officials' attention.

PRIVACY

Employee Privacy Issues Challenge Security Practices

Human resource and security personnel are poised to revise policies and procedures to comply with employee privacy provisions, says a study of 393 U.S., European and Canadian firms conducted by The Conference Board, New York City.

Four human resource practice categories are subject to increasing legislative or judicial scrutiny: solicitation and maintenance of personnel data and procedures for data access; dissemination of personnel data to third parties; searches and physical or electronic surveillance of employee conduct; and written and unwritten policies regarding off-duty conduct.

More than four-fifths of respondents in all three regions say thorough solicitation of information from job applicants is the key to evading more intrusive practices such as surveillance and monitoring. Employee job applications, formal appraisals and attendance records are likely elements of their files, the study finds. Fewer than half of respondents include credit information, criminal convictions or detailed personal health data in employee records.

STATE CONSTITUTIONS WITH PRIVACY PROVISIONS

Alaska
Arizona
California
Florida
Hawaii
Illinois
Louisiana
Montana
South Carolina
Washington

Source: The Conference Board

Ten states maintain right-to-privacy provisions.

NEWS

Security Wrap-Up: Credit Crime, Computer Security

▶ The National Association of Credit Card Merchants, Boynton Beach, Fla., reports increasing **internal fraud** problems among retailers. The first big problem: Employees write orders so customer merchandise is sent to the employee's home. Second, employees divert credits to their own credit cards instead of to customer accounts. The association advises retailers to place all employee names and addresses in a "negative file" and to run every transaction against that file to verify that orders and credits do not go toward employees.

▶ The Association for Computing Machinery (ACM), New York City, has designated December 2 as the first **National Computer Security Day.** Workshops will be held in 12 major U.S. cities three weeks prior to this date. Phone (212) 869-7440 for more information. ACM's special interest group on security, audit and control developed the Computer Security Day concept.

Five Tips to Soften Looming "Hard Insurance" Wallop

As premiums jump and insurance tightens, business demands more of security programs.

By Bill Zalud
Editor

The price of property and business insurance could rise 10 to 20 percent later this year, with some coverage more difficult to obtain, according to reports analyzed by SECURITY Magazine.

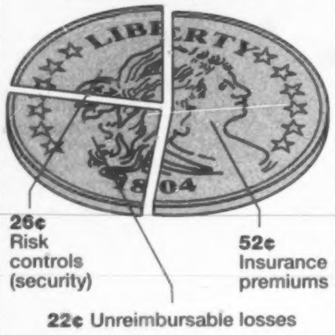
Looming hard insurance may encourage corporations to shift some spending to in-house security or to self-insured programs that advocate internal controls. Yet this shift could pressure some contract security firms to significantly raise prices — and it could kill weaker companies.

What's Happening?

Insurance companies typically operate in soft and hard markets. When insurance is soft, more firms write policies. It's usually easier to obtain and less expensive, with more liberal, inherent discounts. When insurance is hard, some coverage is more difficult to obtain, prices are higher and discounts fade.

A DOLLAR OF RISK

Each $1 a company spends on its risks goes to:



Source: SECURITY Magazine

The more effective security, the lower the premiums.

"We're now between a soft and hard market," comments Sean Mooney, economist for the Insurance Industry Association (IIA), New York City. Depending upon whom you ask, hard insurance may hit later this year, in early 1992 or later. "We don't anticipate premium increases like of the mid-1980s, where liability insurance, for example, skyrocketed 70 percent. But the insurance fire sale is ending," adds Mooney.

Here are suggestions to handle hardening of the insurance arteries.

Check Ratings

Insurance coverage for contract firms, especially those providing security officers, is critical. "During the last hard market," says Bryan Brownyard of The Brownyard Group, Bay Shore, N.Y., "companies were severely pinched," caught between rising insurance premiums and an inability to pass along those costs because of static contracts. As some went under, businesses contracting their services were then trapped, too.

INSURANCE AS SECURITY

There are various types of insurance coverage available

- **Fire insurance**
- **Property insurance**
- **Crime insurance**
  - Embezzlement
  - Burglary
  - Robbery
  - Forgery
  - Counterfeiting
- **Comprehensive**
  - Dishonesty
  - Disappearance
  - Destruction
- **Fidelity bonds**
- **Business interruption**
- **Liability**

Source: SECURITY Magazine

Liability coverage may take a greater hit in a hard insurance market.

"Check more carefully into the specifics of insurance coverage of your contract firm. Look for the highest ratings (A+) issued by Standard and Poors and A.M. Best," advises Brownyard.

Shop Around

"Tell your broker to shop around, if possible, or check out rates at different companies," suggests Allan Apo, manager of crime prevention, American Insurance Services Group, New York City. Though regulated, the insurance industry is price-competitive and relative bargains will still exist.

Danger exists, however. If there is difficulty in obtaining certain types of coverage, insurance companies tend to "take into account their loyal customers," points out Mooney.

Substitute Services for Discounts

Routine insurance discounts — the result of security and fire protection systems — may fade, or qualifying requirements may be made more expensive. However, some insurance firms now offer a menu of security-related services to attract and hold customers.

"We value-add for insurance clients," comments Gerald T. Brandt, partner, Risk Prevention Group, Chicago. Brandt's consulting practice conducts security assessments, crisis planning, hazardous communications and other services free or at substantially reduced cost to corporate insurance purchasers. The tab is picked up by the insurance company. "It's a marketing opportunity, but it's a plus for the companies we help," he says.

Bridge the Gap

Insurance companies work closely

with business, industry and law enforcement officials.

According to Robert L. O'Block, Joseph F. Donnermeyer and Stephen E. Doeren in their recently published second edition of *Security and Crime Prevention* (Butterworth-Heinemann), they promote anti-fraud programs against false claims, disseminate security information and support state and local prevention programs.

For example, cooperative programs can standardize theft reporting.

The Washington, D.C.-based National Cargo Security Council (NCSC) early this year, for instance, released a standardized cargo theft reporting form that was developed with the help of insurance companies, according to Willis Bixby, NCSC's executive director.

Security service providers also can help bridge the gap. Monitoring services play influential roles in organizations and committees that affect national, regional and local codes.

"We can help the user determine why his or her insurance rate is what it is, and we can recommend steps to take to reduce premiums," says Craig Leiser, vice president of marketing and dealer operations, National Guardian Security Services Corp., Minneapolis.

Property insurers have helpful, direct information for security and safety departments. For example, Industrial Risk Insurers of Hartford, Conn., offers IRInformation, a loss prevention manual that includes interpretive guides to National Fire Protection Association (NFPA) standards. The subscription service is $250.

Premium rise of 10 to 20 percent is predicted.

Take Additional Action

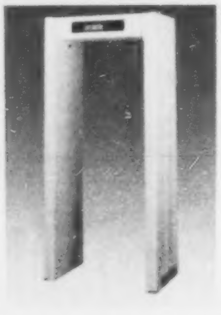
If the hard market hits, most experts believe that environmental liability, security officer, private investigator and corporate director/officer coverage will suffer most.

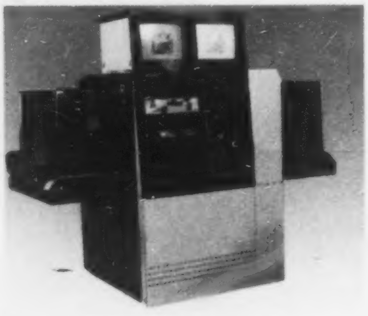
Look at these areas more carefully. Environmental liability can be mitigated to an extent through additional protective action such as hazards communications programs, signage and secure storage. Due diligence has increased the need for more thorough background investigations of top officers and directors in companies, too. ☐

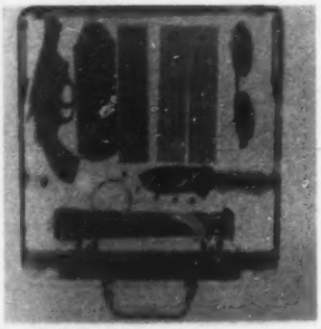
For More Information

American Insurance Services Group	**Circle 176**
Butterworth-Heinemann	**Circle 177**
The Brownyard Group	**Circle 178**
Industrial Risk Insurers	**Circle 179**
Insurance Industry Association	**Circle 180**
National Cargo Security Council	**Circle 181**
National Guardian Security Services Corp.	**Circle 182**
Risk Prevention Group	**Circle 183**

LINESCAN® For Explosives, Narcotics, and Weapons Detection







Sentrie® Line of Weapon Detectors
Walk-through weapon/metal detectors feature eight programs with ninety-nine sensitivity settings. The portable AT model is for indoor or outdoor use and folds into a car trunk. The Sentrie® line meets the FAA three gun test.
For information circle 31

System Fifteen is a compact conveyorized Linescan® X-ray Security Screening System featuring FOLDED ARRAY® for 100 % coverage without corner cutoff. System is used for screening briefcases, hand-carried packages, and bags. Optional color monitor offered. Control panel folds up and is lockable.
For information circle 32

The **E-SCAN™** option is available with any Linescan® unit. The **E-SCAN™** option displays organic materials in a deep orange/brown color and inorganic materials in a dark blue color.

For mail and small parcel screening equipment the Miniscan™ or Torrex II™ are offered.
For information circle 33

EG&G ASTROPHYSICS
Fulfilling the Responsibilities of Leadership

In the U.S.A.:
EG&G Astrophysics
Long Beach, California
Telephone: (213) 513-1411
Telex: 686233 ASTRO HRBO
FAX: (213) 513-6593

In the U.K.:
EG&G Astrophysics
A Division of EG&G Limited
Windsor, England
Telephone: 0753 855611
Telex: 849338 ASTRO G
FAX: 0753 854823

C1850-12A

CCTV Field Report — Systems, Components, Accessories p. 29

A CAHNERS PUBLICATION

JULY 1991

SECURITY

THE MAGAZ SECURITY DECISION MAKERS

FAST TRACKING TOTAL RETROFIT p. 18

After-Hours
Security Tips p. 22

Hot Video
Imaging
Hits Stride p. 25

Drug Testing
For Small Firms p. 49

Equipment Focus: Electronic Article Surveillance p. 52

Edward A. Volpe
Life Safety Director
Pacific Gas & Electric

SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS

A CAHNERS PUBLICATION/VOLUME 28, NUMBER 7/JULY 1991

DEPARTMENTS

9 **Editorial/Masthead**

10 **Security Indicators**
Card access systems most often protect high-security zones. Theft remains the most widespread hospital security problem.

13 **Idea Exchange**
Custom-engineered CCTV allows full coverage of an AT&T testing site.

Plastic-finish mirrors prevent electromagnetic interference in a metal-free environment. (p. 13)

17 **Issues**
A survey is part of a continuing program to maintain optimum facility security.

FEATURES

18 **Cover Story**
FAST TRACKING AN INTEGRATED RETROFIT
Pacific Gas & Electric Co. successfully accommodates life and safety system upgrades.

22 **6 STEPS TO SEAMLESS AFTER-HOURS SECURITY**
Intelligent technology and procedures protect facilities after 5 p.m.

25 **IMAGE IS INFORMATION**
Video imaging technology makes it easier to visualize security solutions.

27 **LARGE SECURITY SYSTEMS MIRROR INFORMATION PROCESSING GROWTH**
Information's proliferation affects system growth.

29 **FIELD REPORT:**
ADVANCED VIDEO BOOSTS SECURITY
Turn to this field report for information on digital technology, video tape, fiber optics and more.

SECURITY Magazine's CCTV field report offers purchasing tips and updates on emerging technologies. (p. 29)

On the Cover
Edward A. Volpe, director of life safety for Pacific Gas & Electric, tackles myriad retrofit challenges. (p. 18)

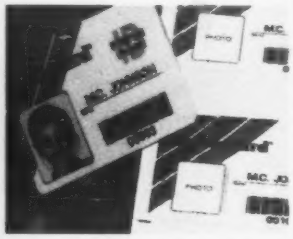
SERVICES

49 **Substance Abuse Policy Takes Hold, Gains Acceptance**
Education programs give employers the power to influence employees.

EQUIPMENT FOCUS

52 **Electronic Surveillance Helps Retail, Institutions Maximize Profits, Safety**
EAS users gain increased confidence, regardless of the application.

59 **Product Update**



More than 30 exciting products, including this new identification badge system, are inside this month. (p. 59)

72 **Classifieds**

75 **Reader Service Cards**

Cahners Publishing Company, A Division of Reed Publishing USA ☐ Specialized Business Magazines for Building & Construction ☐ Research ☐ Technology ☐ Electronics ☐ Computing ☐ Printing ☐ Publishing ☐ Health Care ☐ Foodservice ☐ Packaging ☐ Environmental Engineering ☐ Manufacturing ☐ Entertainment ☐ Home Furnishings ☐ and Interior Design. Specialized Consumer Magazines for Child Care ☐ Boating ☐ and Wedding Planning.
SECURITY (ISSN 0890-8826) (GST #123397457) is published monthly, except for March and August when two issues are published in national and separate editions, by The Cahners Publishing Company (Subscription includes all issues). Cahners Publishing Company is a Division of Reed Publishing USA, 275 Washington St., Newton, MA 02158-1630. Terrence M. McDermott, President; Frank J. Sibley, Executive Vice President; Charles E. Moodhe, Senior Vice President/General Manager, Chicago Division; Jerry D. Neth, Senior Vice President/Publishing Operations; J.J. Walsh, Senior Vice President/Finance; Thomas J. Dellamaria, Senior Vice President/Production and Manufacturing; Ralph Knupp, Vice President/Human Resources. Circulation records are maintained at Cahners Publishing Company, 44 Cook St., Denver, CO 80206-5800. Phone: 303/388-4511. Second-class postage paid at Denver, CO 80206-5800 and additional mailing offices. **Postmaster: send address corrections to *SECURITY* P.O. Box 173377, Denver, CO 80217-3377.** ***SECURITY*** copyright 1991 by Reed Publishing USA; Ronald G. Segel, Chairman and Chief Executive Officer; Robert L. Krakoff, President and Chief Operating Officer; William M. Platt, Senior Vice President. Annual subscription rates for non-qualified people: USA, $59.95; Canada/Mexico, $89.95; other countries, $115 for surface mail and $165 for air mail. Single copies are available for $10, $14 and $18 (USA, Canada/Mexico and foreign). Product source guide is available for $50. Please address all subscription mail to ***SECURITY***, 44 Cook St., Denver, CO 80206-5800. ***SECURITY*** is a registered trademark of Reed Properties Inc., used under license.

EDITORIAL

Discussion of timely security matters.

BILL ZALUD
Editor
REBECCA D. RUSSELL
Senior Editor
BRENDA MOSS
Associate Editor
TIMOTHY RUSSOW
Production Editor
LISA WOLF
Conference Coordinator
International Security Conferences
NANCY RADEMACHER
Directory Editor

ANTONIOS PRONOITIS
VP/Executive Art Director
JUDY WHITT
Director, Art Department
GLEN LUENSMAN
Assistant Director, Art Department
LARRY NIGH
Associate Art Director

GILBERT MUÑOZ
Director of Graphic Production

RALPH A. BURRIS
Production Supervisor
PEGGY WOOD
Production Manager
NANCY J. COOPER
Director of Advertising Contracts
JOYCE SIMON
Advertising Contract Manager
JOHN BOWMAN
Circulation Group Manager

JACK HOLLFELDER
Publisher
DIANE GNATEK
Manager of Marketing Services
LAUREL SIMON
Administrative Assistant

TERRENCE M. McDERMOTT
President
Magazine Division
THOMAS DELLAMARIA
Vice President Production
and Manufacturing,
Magazine Division

Editorial Offices
1350 E. Touhy Avenue
P.O. Box 5080
Des Plaines, Ill. 60018
(708) 635-8800

"Reform" Shouldn't Harm Employers

Among its screening methods, Electronic Data Systems Corp. (EDS) checks credit histories, denying employment when appropriate. The Federal Trade Commission (FTC) says it failed to follow Federal requirements to notify candidates affected. In a late May settlement, EDS agreed to fine-tune its practices.

James R. Wiggins Jr. lost his job thanks to a credit check. The credit reporting service had mixed him up with James Jay Wiggins, who had the drug record. Last month, the right Wiggins complained to Congress.

Business has widened use of credit reporting services for job screening. And use matches expanding complaints about privacy, accuracy and fairness leveled against credit reporting firms and employers.

FTC says credit reports are now its top headache. It wants stiffer regulations. Members of Congress are elbowing each other with proposals to amend the Federal Fair Credit Reporting Act.

Security also sees a problem. National Council of Investigation and Security Services President Bruce Hulme lists "public and government concern over invasion of privacy" as one of his top worries. The credit reporting industry is dominated by TRW Inc., Equifax Inc. and Trans Union Corp., which feed 1,100 local bureaus, and work with about 200 "superbureau" go-betweens. Denying high rates of errors, they've hired Arthur Andersen to check credit file accuracy.

Still, observers believe reform is inevitable. Employers, caught between hiring edicts and negligence suits, must demand that change won't further hinder job screening but instead ensure information is correct, easily accessible and used fairly.

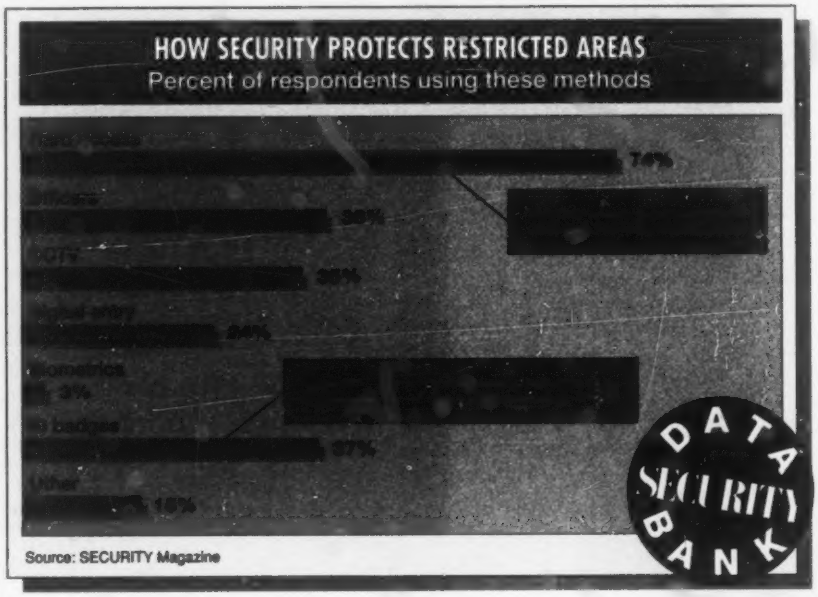
Bill Zalud

Editor

SECURITY EDITORIAL ADVISORY COUNCIL: **Ron Cundiff,** CHPA CPP, Director of Security and Lobby Services, Children's Memorial Hospital; **Dennis Dalton,** President, Dalton Affiliates; **Sam Martin,** President, Martin Security Resources Inc.; **Jerry Brennan,** Security Advisor, Mobil Oil Company - Joliet Refinery; **William F. Beane,** Vice President of Midwest Office, Intertel Inc.; **Allan M. Apo,** Manager - Crime Prevention, American Insurance Services Group; **Bonnie Michelman,** District Manager, First Security Services Corp.; **Raymond Humphrey,** Director of Corporate Security, Digital Equipment Corp.; **Norman M. Spain,** J.D., CPP, Associate Professor of Loss Prevention & Safety, Eastern Kentucky University; **Steve Keller,** Principal, Horizon Training Institute; **R.E. Timm,** President, R.E. Timm & Associates; **Barry Levy,** President, Levy Security Consultants Ltd.; **Robert F. Fox,** Assistant Vice President Corporate Security, US Sprint; **Christopher Hertig,** CPP, York College; **Richard Mellard,** Manager, National Crime Prevention Institute; **Daniel L. King,** CPP, Director of Loss Prevention, Marriott Corp. International Headquarters; **Richard W.H. Mustafa,** Chief Security Administrator, Detroit Water and Sewerage Dept.; **David Kraus,** Director of Safety and Security, Christ Hospital; **Kelley V. Rea,** Legal & Security Services Ltd.

SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.



HOW SECURITY PROTECTS RESTRICTED AREAS

Percent of respondents using these methods

Source: SECURITY Magazine

Nearly three-quarters of organizations choose card readers for access control. Many combine card access, officers and CCTV to restrict employees from secured areas.

ACCESS CONTROL

It's in the Cards: Card Access Systems Win Zone Protection Competition

Buying patterns among card access clients show that users are confident they've been dealt a winning hand.

Products ranging from ID cards to biometric devices lag far behind card access when it comes to restricting personnel from sensitive areas, says SECURITY Magazine's Second Quarterly Telephone Survey. Card access users invest considerable resources in these tools: More than 50 percent employ at least 20 readers.

At least 75 percent of industry, finance and government respondents use cards and readers to secure areas. With the exception of retail, all responding segments most often choose card access systems to restrict employee access. One- and two-door card reader systems, however, most likely appeal to retail. Among retail respondents, badges are the most popular way to identify authorized employees.

Organizations which employ at least 10,000 people are most likely to invest in card access systems. Firms with fewer than 500 employees frequently count on security officers to restrict personnel from sensitive areas.

Tried and true locks and keys continue as a popular access control choice. Sophisticated man-trap systems and barricades also prohibit employee access among a minority of respondents.

Most organizations — 66 percent — require employees to wear ID badges at all times. It's no surprise that institutions most often demand personnel compliance in this area. Firms employing more than 500 people most often advocate continuous ID badge wear.

Instant photo ID badges remain most popular among badge users. Firms increasingly issue photo ID badges which double as electronic access control cards.

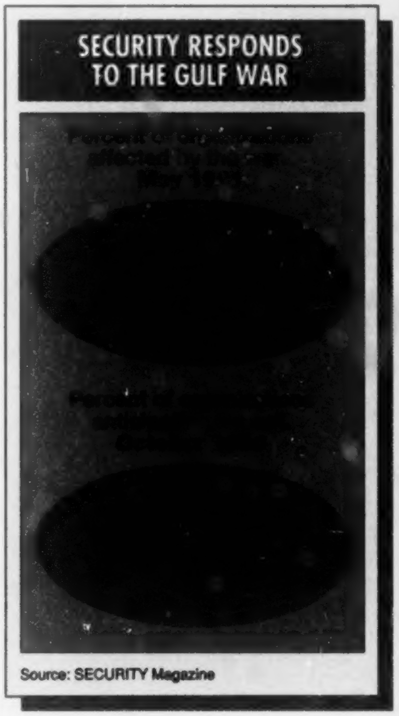
GULF WAR

Gulf War's Impact Exceeds Expectations

Most security decision makers conducted business as usual prior to the United Nations' January 15 peace deadline.

After that deadline, however, there was action. SECURITY Magazine's 1991 Second Quarterly Telephone Survey finds that more than half of all respondents implemented war-related procedural changes. Surprisingly, industry — as opposed to government — generated the most change.

An October 1990 SECURITY Magazine survey found that, on average, just 38 percent of respondents expected mounting Middle East unrest to affect security procedures or staffing at their organizations. Government respondents registered highest concern over the situation's impact, at 57 percent.



SECURITY RESPONDS TO THE GULF WAR

Source: SECURITY Magazine

The Gulf War prompted extra precautions among businesses.

HOSPITALS

Theft Prohibits Optimum Hospital Operation

Conditions are ripe for both healing and stealing in hospitals across America.

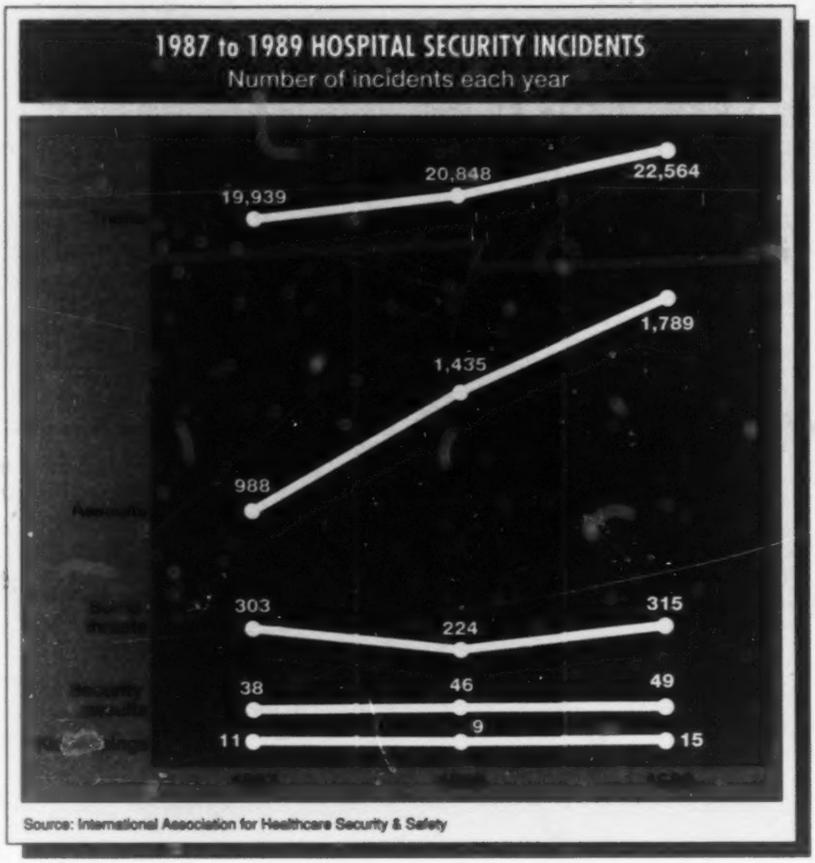
The latest hospital crime statistics compiled by the International Association for Healthcare Security & Safety (IAHSS), Lombard, Ill., lists more than 22,500 thefts among 286 responding institutions in 1989.

Thieves pursue hospital supplies as well as employees' and patients' personal belongings, says Ronald Cundiff, CHPA, CPP, director of security and lobby services, Childrens' Memorial Hospital, Chicago.

"Theft costs hospitals $3,000 per bed per year," Cundiff tells SECURITY Magazine. "Linens, scrubs and drugs are high-theft items. Theft among employees increases when the school year begins and at Christmas — suddenly lots of office supplies are missing."

Access control is a growing priority for hospitals. Infant and child abduction poses an increasing, high-visibility threat. Although homicide, arson and sexual assault incidents decreased in 1989, violence is a major concern among decision makers.

Turn to this issue's EQUIPMENT FOCUS to learn about anti-abduction electronic surveillance products.



Source: International Association for Healthcare Security & Safety

Theft remains the most widespread hospital security problem. Hospitals report violent crimes, security lawsuits and kidnappings less frequently.

TERRORISM

Reporters Defeat, Evade Negligent Airport Security

CONTRABAND FLIES PAST AIRPORT SECURITY

LEAD-LINED BAG
Searched five times; passed through security 55 times

VIDEO CAMERA [illegible] AS A BOMB
Hand-searched six times; passed through 55 security checkpoints

UNACCOMPANIED BAGS
Three of nine international flights left with unaccompanied luggage

Source: Conde Nast Traveler

"There is little evidence of security at U.S. airports," writes Gary Stoller, associate news editor, *Conde Nast Traveler.*

Stoller, along with 11 other reporters and two airport security consultants, set out in late 1990 to test security procedures at 10 major airports in the United States, Europe and the Far East. Security effectiveness at American hubs scored lowest. Stoller conducted a similar investigation after the Lockerbie disaster in 1988; he notes few security improvements in the last two years.

Stoller and his traveling investigative team witnessed a "disturbing" lack of professionalism and procedural integrity among airport security personnel worldwide.

"Poorly motivated, ill-trained, low-paid screeners have little interest in their jobs," Stoller tells SECURITY Magazine. "They don't watch as people walk through metal detectors and they ignore suspicious items which the X-ray equipment finds."

Reward or incentive programs for screeners who discern suspicious objects are a key to improving performance, Stoller says.

BUSINESS CRIME INDEX

SECURITY'S BUSINESS CRIME INDEX

-8%

[illegible] SECURITY Magazine [illegible] This 8 percent decrease represents the third consecutive quarter [illegible]

Source: SECURITY Magazine

Systems, Operations Help: ISC East, Aug. 27-29, New York City p. 61

A CAHNERS PUBLICATION

C1850-12A

AUGUST 1991

SECURITY®

THE MAGAZINE FOR SECURI MAKERS

DEFENSIVE ID UPGRADE p. 30

NFPA Sparks Fly p. 35

From Locks To Electronic Access p. 41

How to Slash Property Crime p. 44

Shred These Tips! p. 49

More Than 70 Products Inside! p. 70

Equipment Focus: Video Imaging for Badges p. 64

Barry E. Marsh, CPP
Manager of Security
Bell Helicopter Textron Inc

SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS

A CAHNERS PUBLICATION/VOLUME 28, NUMBER 8/AUGUST 1991

DEPARTMENTS

7 Editorial/Masthead

9 Security News
ISMA president; security TV series; ATM crime wave; deadly Denver robbery; upgraded currency; and more.

17 Idea Exchange
Centralized alarm support delivers better security for Airborne Express.

Airborne Express centralizes its security effort. (p. 17)

25 Issues
Systems integration management buzzword.

90 Security Indicators
CCTV survey tunes into buying patterns; info security stats.

FEATURES

30 Cover Story
DEFENSIVE SECURITY
State-of-the-art technology and employee awareness allow Bell Helicopter Textron Inc. to fly above government requirements and tough competition.

Calvin Frank supervised a video ID-based access control upgrade to meet strict DOD requirements. (p. 30)

35 NFPA SPARKS FLY
Fire systems equipment, trends from NFPA.

41 BUSINESS SWITCHES TO ELECTRONICS FOR ACCESS CONTROL
Electronic access control provides simultaneous security and simplicity over hardware controls.

44 THE WRITING'S ON THE WALL
Eliminating evidence of property crime underscores organizations' security investment.

49 DOCUMENT DESTRUCTION EQUIPMENT
Firms turn to shredders and disintegrators.

61 THE BIG ONE IN THE BIG APPLE: ISC EAST
Learn about ISC attractions.

On the Cover
Barry E. Marsh, CPP, manager of security, Bell Helicopter Textron Inc., successfully faces the challenges of a government contractor. (p. 30)

SERVICES

55 Integrity Tests Most Useful As Part of Total Screening
It's part of a complete screening package.

EQUIPMENT FOCUS

64 Video Imaging Systems Have ID, Security Benefits; Can Network Information, Too
New technologies provide enhanced features, greater options.

70 Product Update

Over 70 products packed inside this month. (p. 70)

86 Literature

87 Classifieds

91 Reader Service Cards

Cahners Publishing Company, A Division of Reed Publishing USA ☐ Specialized Business Magazines for Building & Construction ☐ Research ☐ Technology ☐ Electronics ☐ Computing ☐ Printing ☐ Publishing ☐ Health Care ☐ Foodservice ☐ Packaging ☐ Environmental Engineering ☐ Manufacturing ☐ Entertainment ☐ Media ☐ Home Furnishings ☐ Interior Design ☐ and Lodging. Specialized Consumer Magazines for Child Care ☐ Boating ☐ and Wedding Planning.
SECURITY (ISSN 0890-8826) (GST #123397457) is published monthly, except for March and August when two issues are published in national and separate editions, by The Cahners Publishing Company (Subscription includes all issues). Cahners Publishing Company is a Division of Reed Publishing USA, 275 Washington St., Newton, MA 02158-1630. Terrence M. McDermott, President; Frank J. Sibley, Executive Vice President; Charles E. Moodhe, Senior Vice President/General Manager, Chicago Division; Jerry D. Neth, Senior Vice President/Publishing Operations; J.J. Walsh, Senior Vice President/Finance; Thomas J. Dellamaria, Senior Vice President/Production and Manufacturing; Ralph Knupp, Vice President/Human Resources. Circulation records are maintained at Cahners Publishing Company, 44 Cook St., Denver, CO 80206-5800. Phone: 303/388-4511. Second-class postage paid at Denver, CO 80206-5800 and additional mailing offices. **Postmaster: send address corrections to *SECURITY* P.O. Box 173377, Denver, CO 80217-3377.** ***SECURITY*** copyright 1991 by Reed Publishing USA; Ronald G. Segel, Chairman and Chief Executive Officer; Robert L. Krakoff, President and Chief Operating Officer; William M. Platt, Senior Vice President. Annual subscription rates for non-qualified people: USA, $59.95; Canada/Mexico, $89.95; other countries, $115 for surface mail and $165 for air mail. Single copies are available for $10, $14 and $18 (USA, Canada/Mexico and foreign). Product source guide is available for $50. Please address all subscription mail to ***SECURITY***, 44 Cook St., Denver, CO 80206-5800. ***SECURITY*** is a registered trademark of Reed Properties Inc., used under license.

SECURITY NEWS

Reports and incidents that impact security.

MANAGING CHANGE

ISMA Head Comstock Speaks Out

"If security doesn't demonstrate added value, neglects the synergy of technology and fails to bring changing issues together, then security will downsize to extinction," warns Rodger H. Comstock, newly-elected president of the International Security Management Association (ISMA).

Comstock, president of Burns International Security Services, Parsippany, N.J., heads an association of about 200 private security company executives and corporate security professionals. Change was on the minds of ISMA members at their spring meeting. "A significant number of our members are doing more with less, downsizing," he tells SECURITY Magazine. "The key today is to think like the CEO, connect with the challenges, find ways to manage organizations more successfully."

Burns President Rodger Comstock elected ISMA president.

TV's Palace Guard dramatizes hotel security.

IMAGE MAKING

Hotel Security Now TV Series

Hotel security gets television network treatment next month with CBS TV scheduling Palace Guard as a one-hour drama series.

D.W. Moffett stars as a thief-turned-security manager for an international chain of luxury hotel resorts. Released early from Attica for good behavior, Moffett is hired by the Palace Hotel magnate, who quickly teams him up with the Palace's vice president of public relations, a former B-movie queen played by Marcy Walker.

QUALITY

Consultants OK Officer Standards

At its annual meeting, the International Association of Professional Security Consultants (IAPSC), with headquarters in Largo, Fla., approved a landmark set of contract officer standards.

The American Society for Industrial Security (ASIS) has invited IAPSC to present its standards at the ASIS conference in mid-September, says Ray Chambers, IAPSC executive director.

FIRE TRAPS

Neglected Federal Buildings

A scathing report by the General Accounting Office (GAO) on the condition of 1,628 federally-owned buildings characterizes many as unsafe, unhealthy fire-traps.

Charging the General Services Administration (GSA) and Congress shirk their duty, neglect maintenance and dodge modern life safety systems, GAO lists "fire traps" nationwide. The report took aim at the Pentagon where deterioration led to a Defense take over of facilities management from GSA.

BRIEFS

Vincent N. Decerchio, director of security and safety, Bucknell University, Lewisburg, Penn., was named "Person of the Year" by The Bucknellian campus newspaper. Decerchio's work, according to the paper, resulted in an enormous shift in student attitudes toward security. **A gang of thieves pistol-whipped one security officer and tied up another** in a failed attempt to steal cellular telephones from a Chicago suburban Motorola plant. The phones contain electronic serial numbers, making such merchandise difficult to fence. **Fires cost $120 billion annually, according to John W. Lyons, director of the National Institute of Standards and Technology,** who recently addressed the National Fire Protection Association meeting in Boston. **J. Allison DeFoor II has joined The Wackenhut Corp. as senior vice president of Wackenhut Monitoring Systems Inc.** The new operation will use electronic systems to monitor persons under house arrest, parole, probation or other restrictive situations.

ACCESS CONTROL PURCHASING

Among security decision makers,

22%

plan a major access control buy by 1992.

Source: SECURITY Magazine

There's strong purchase planning in access control this year.

THE WRITING'S ON THE WALL

Reducing property crime entails using existing resources to their potential.

By Brenda Moss
Associate Editor

Employee theft. Burglary. Trespassing. Vandalism.

These property crimes repeatedly rear their ugly heads throughout industry and the workplace. The symptoms of such crimes are universal: money, merchandise and information leaks; unauthorized "visitors"; broken fixtures and furniture; and graffiti.

The number of property crime incidents is holding steady or increasing for most organizations, says a recent SECURITY Magazine survey. The good news is that security can eliminate or dramatically reduce incidents within weeks of identifying the problem.

It's Who You Know

Employees — not vandals — commit the most property crime, says SECURITY Magazine's survey.

Accessibility is the cause. Unlike after-hours vandals who must await the ideal opportunity to strike, employees, visitors and vendors have at least eight hours a day to steal from and vandalize the premises.

Pre-employment screening helps reduce the chance that employers will hire workers who will contribute to property crime problems, says Jim Cawood, CPP, CFE, president, Factor One, San Leandro, Calif.

"Across the board, companies aren't consistently screening employees — especially temporary employees," Cawood says.

Cawood says employee theft perpetuates due to organizations' lack of centralized incident reporting procedures.

"Security must require that all incidents be reported to one person who will document, coordinate and analyze the information," Cawood says. "Enter the time, date and location of all incidents on a computer and look for patterns."

Vandalism is another property crime that's committed by employees as well as intruders. Disgruntled employees — not "accidents" — may be the cause of broken sinks and toilets, for example.

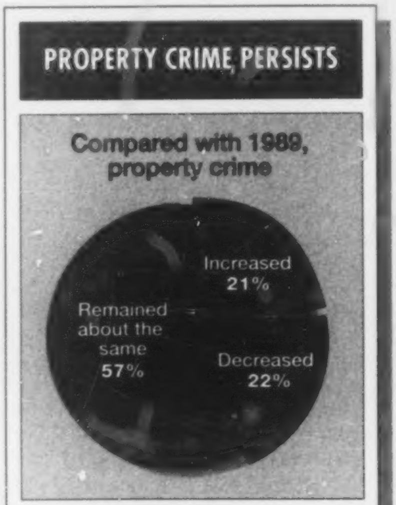
Survey the Setting

Seeing is believing. That's why it's important for intruders to see your organization's security investment.

CCTV cameras signal a security presence, and intruders are less likely to execute a plan if one is staring at them. Gates, fencing and access controls signify restricted areas. Effective lighting deters intruders — or lights the way to the assets.

"The greatest crime deterrent is surveillance. Somebody, however, must be monitoring," says Paul Dubois, Tomasi-Dubois and Associates, Los Gatos, Calif. "Don't put a camera in a parking lot if nobody's going to monitor it. If someone gets attacked in a lot and nobody was monitoring, you're up for liability problems."

Mirrored glass and opaque camera



Source: SECURITY Magazine

Property crime is holding steady or increasing for most organizations.

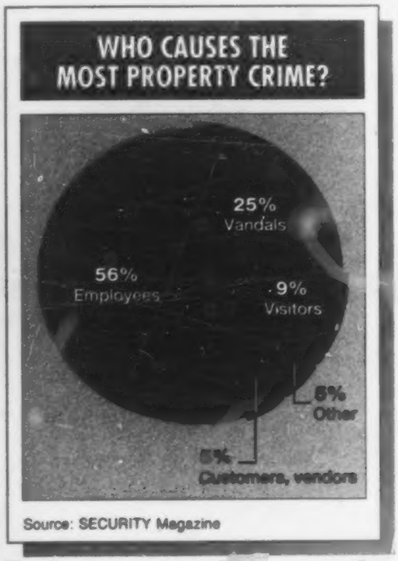
domes have their place, Dubois says, but he favors such covert measures only when aesthetics are a concern.

Buried and microwave sensors also deter property criminals if — once again — somebody's paying attention at the central station. Dubois suggests linking video systems to sensors. A sensor alarm activates cameras, and an audible tone can alert the central station officer to watch the action on a designated monitor.

Security technology helps deter property crime committed by outsiders. Refined procedures, however, are the key to cutting down internal incidents.

"Good procedures may be more important than system design," Dubois says.

Evaluating all departmental procedures helps security "patch up the holes" that lead to property crimes.



Source: SECURITY Magazine

Employees — not vandals — cause the majority of property crime.

Dubois suggests taking a closer look at the following:

- Damaged merchandise procedures and reports. Are the parts really defective?
- Procedures for employee purchases. Where do employees' packages go following the purchase? An effective solution: Require employees to pick up packages at the employee exit door.
- Cardboard box disposal. Organizations which crush or recycle boxes decrease the likelihood the boxes will become vehicles for stolen goods.

Layout Protection

Building layout makes or breaks an organization's vulnerability to property crime.

Technology is the icing on the cake when building layout works in favor of its occupants. Maximize natural surveillance — the use of all employees to keep an eye on activity — by seating them near windows facing entrances and parking lots. Effective layout also reduces the need for redundant CCTV and access control equipment.

"Save the CCTV cameras for areas which lack natural surveillance. These are often the places people aren't supposed to be, anyway," says Bruce Ramm, president, Security Design Concepts, Orange, Calif.

Ramm suggests working toward an office circulation system which minimizes access control dependency and logically directs traffic flow.

"Department placement is critical. If employees have to pass sensitive areas such as research and development to get to the break room, you're creating a situation where they have the right to be there," Ramm says. "Security must educate the facilities manager or architect about problems with layout as well as with technology. It's more appropriate to have the personnel office next to the break room."

Method of inventory distribution affects employee theft incidents, Ramm says. He advocates individual work station delivery for tools, parts or other necessities, rather than walk-up inventory requests.

"Employees who care about what's been delivered to their work stations are less likely to steal." Ramm says. ☐

For More Information

Factor One	Circle 176
Security Design Concepts	Circle 177
Tomasi-Dubois and Assoc.	Circle 178

Off-the-Wall Procedures

Graffiti is a disease. Its presence tells visitors, clients and employees there's something wrong with security's health.

Graffiti, like other property crimes, is preventable. Lighting and landscaping are two basic — yet crucial — deterrents.

Two- or three-foot hedges — especially thorny or dense shrubbery — work as barriers along windows and walls. Visit a nursery for help with an aesthetic, effective choice.

Clinging vines against buildings also cut down on graffiti. The vines may take years to grow, however. In addition, vines require proper upkeep to avoid maintenance problems.

Lighting is another graffiti deterrent. Floodlights installed in a parking lot or on a nearby pole are more effective against vandalism than lights mounted against buildings, says Security Design Concepts' Bruce Ramm. Be sure shrubbery doesn't interfere with the light's path.

"Flood lights illuminate the entire wall and the vandal," Ramm says. "From a law enforcement standpoint, it's more desirable if the light is shining against a building instead of into officers' eyes."

Facilities in graffiti-prone areas may choose to buy anti-graffiti paint. The paint allows for easy removal of vandals' artwork. The cost is steep, however; use it on walls most prone to vandalism.

Business Boosts Use of Document Destruction Equipment

More sensitive documents need shredding to protect company assets.

By Bill Zalud
Editor

Nearly nine of ten firms with a security function use document destruction equipment. One in five will purchase more this year. Shredders are most popular with industrial and government segments, according to a SECURITY Magazine national survey.

More Sensitive Information

"Companies create more documents every day," comments Larry Lorenz of Cummins-Allison, Mount Prospect, Ill. "Information is more sensitive because of competition, privacy and accounting requirements."

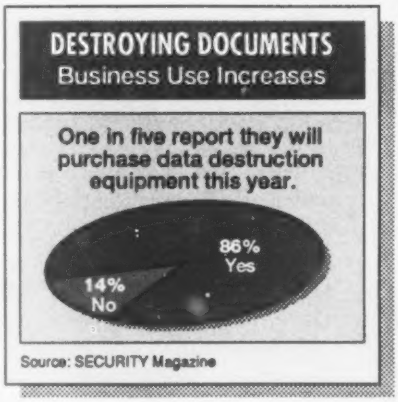
Bernie Williams of Schleicher & Co. of America, Sanford, N.C., agrees, pointing to recent court rulings which emphasize that organizations must properly dispose information.

Yet due diligence and snooping competitors don't always lead to shredding. "If it isn't convenient, it won't be used," observes Lorenz, who suggests making shredders handy and buying units resistant to breakdowns and jams.

To ensure reliability, most experts advise business users to steer clear of office supply houses. "Buy through a manufacturer and read and understand the written warranty," says Robert Wagner of Allegheny Paper Shredders Corp., Delmont, Penn.

Cabinet door hides shredded paper in Michael Business Machines Destroyit.

Wide feed opening handles various documents in Allegheny J-Series.



DESTROYING DOCUMENTS
Business Use Increases

Source: SECURITY Magazine

A vast majority of businesses now use shredders to destroy documents.

Holly Wilson of Michael Business Machines, North Charleston, S.C., urges buying for tomorrow instead of today. "Plan for heavier use than you think. Shredding can be addictive — and that's good."

Also look for systems with varied output. "Decide how confidential the information is," advises Ted Valentovitch of L&F Industries, Huntington Park, Calif.

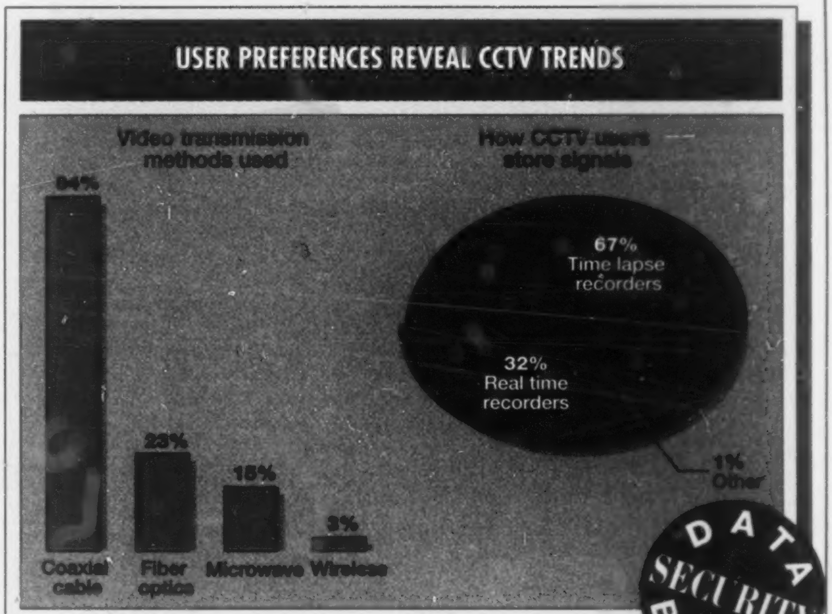
A step up are disintegrators, which, according to Leonard Rosen, president, Security Engineered Machinery, Westboro, Mass., destroy products and trade secrets. ☐

For More Information

Allegheny Paper Shredders Corp.	Circle 179
Cummins-Allison	Circle 180
L&F Industries	Circle 181
Michael Business Machines	Circle 182
Schleicher & Co. of America	Circle 183
Security Engineered Machinery	Circle 184

SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.



Source: SECURITY Magazine

CCTV users' buying patterns demonstrate increased attraction to fiber optic and time lapse benefits. Older transmission and storage methods still lure a following.

CCTV

CCTV Users Transmit Clear Signal: Newer Technologies Attract Buyers

Technologies which boast flexibility, convenience and enhanced performance tug at the heart strings — and budgets — of first-time shoppers and veteran buyers alike.

CCTV buying patterns show enthusiastic support for newer video transmission methods, says SECURITY Magazine's 1991 Second Quarterly Telephone Survey. Among survey respondents, 60 percent use fiber optics, microwave, twisted wire, infrared laser or wireless technologies to transmit video. Additional findings show that time lapse recorders beat real time recorders as the signal storing method of choice.

Coaxial cable, which dates back to the 1950s, still maintains the strongest showing for transmission: 84 percent of CCTV users employ these cables. Fiber optics' convenient installation and flexibility challenges coaxial cable's stronghold as users seek a medium which is capable of carrying audio, control signals and access control data as well as video. Industrial users go for fiber optic transmission more than other methods.

More than two-thirds of survey respondents purchase time lapse recorders to store CCTV signals. Real time recorders continue to attract more than 50 percent of financial users.

An average 11 percent of respondents do not store CCTV signals. Among government users, 20 percent do not store signals.

Company size and number of employees have little effect on transmission or storage method chosen.

INFORMATION SECURITY

Info Security Demands Full-Scale Commitment

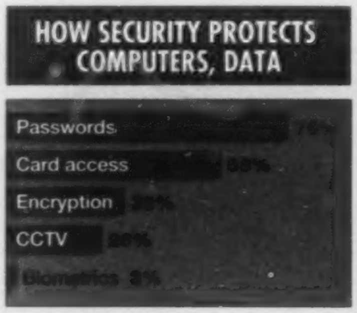
Securing information entails more than conducting a two-hour training session for security personnel.

"PC capacity brings the disciplines of many people throughout an organization together," says Joe Freeman, principal, J.P. Freeman and Co., Newtown, Conn. "MIS people must now understand law enforcement and physical security to comprehend what security needs its computers to do."

J.P. Freeman's study, *The Integration of Physical and Information Security,* finds that accidental interruptions — specifically, those related to weather conditions and power failures — surpass equipment theft and viruses as the greatest risk to information security professionals.

The study also lists problems which currently pose the least risk to information. Equipment damage, network and LAN vulnerability and data damage are among these problems. Network vulnerability, however, ranks as a more serious concern for the future as networks continue to expand.

Passwords are most used when it comes to the technology and procedures which protect computer equipment. Card access is a popular choice for protecting mainframes from unauthorized use. Software and photo IDs commonly provide information security, too.



Source: J.P. Freeman and Co.

Passwords are the most common information security measure.

Federal Regulation of Security Officers! In-depth Analysis p. 60

A CAHNERS PUBLICATION

C1850-12A

SEPTEMBER 1991

SECURITY

THE MAGAZINE FOR SECURITY DECISION MAKERS

Ted Gardner
Director of Investigations
Film Video Security Office
Motion Picture Association
of America

SHOW BIZ PIRACY p. 26

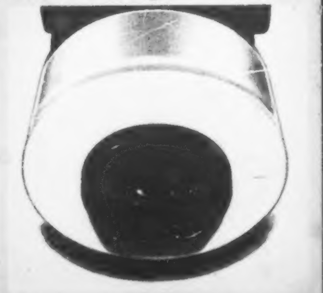
How to Handle Special Events p. 33

Hot Fence Advances p. 39

18 Bright Lighting Tips p. 48

Networks Impact Access Specs p. 52

Equipment Focus: Low Light Cameras p. 64



SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS

A CAHNERS PUBLICATION/VOLUME 28, NUMBER 9/SEPTEMBER 1991

DEPARTMENTS

7 Editorial/Masthead

9 Security News
Phone bugs; thieves target nature; drug spending declines; mass transit theft; Virginia's cellular woes; Kroll and BRI merge; and more.

Political incidents spur cellular telephone security concern. (p. 9)

15 Idea Exchange
Satellite-based communications help secure truckers and cargo. Age-enhanced photos offer new hope for missing kids.

21 Issues
Managing the purchasing process.

90 Security Indicators
Cities privatize security; terrorism; employee theft.

FEATURES

26 Cover Story
PIRATE BUSTERS
Entertainment arena security experts track down and defeat today's sophisticated video and pay TV pirates.

Ted Gardner, director of investigations for the Motion Picture Association of America's (MPAA) Film Video Security Office, works with a team of 80 investigators to halt national and international video crimes. (p. 26)

33 SPECIAL EVENT, SPECIAL SECURITY
From sports events to heavy metal concerts, security's special procedures and technology take a front row seat.

39 DEFENSE MECHANISMS
Fences and fence-mounted sensors are the first line of perimeter defense.

48 18 BRIGHT SECURITY LIGHTING TIPS
Follow these principles to choose the right illumination source for every application.

52 COMPUTER NETWORKS IMPACT ACCESS CONTROL SPECIFYING
Compatibility's the standard for present and future access control needs.

On the Cover
Ted Gardner heads the Motion Picture Association of America's (MPAA) anti-piracy effort. (p. 26)

SERVICES

59 Contract Officer Pay
Officer pay increases slowly. Benefits packages add more.

60 Security Officer Standards Proposed
U.S. Sen. Gore proposes sweeping regulation. The industry responds.

EQUIPMENT FOCUS

64 Chips Widen Choice For Low Light Surveillance
Choose the camera which handles your exact, low light specifications.

71 Product Update

More than 60 products, including this access control system, inside this month. (p. 71)

87 Classifieds

91 Reader Service Cards

Cahners Publishing Company, A Division of Reed Publishing USA ☐ Specialized Business Magazines for Building & Construction ☐ Research ☐ Technology ☐ Electronics ☐ Computing ☐ Printing ☐ Publishing ☐ Health Care ☐ Foodservice ☐ Packaging ☐ Environmental Engineering ☐ Manufacturing ☐ Entertainment ☐ Media ☐ Home Furnishings ☐ Interior Design ☐ and Lodging. Specialized Consumer Magazines for Child Care ☐ Boating ☐ and Wedding Planning.
SECURITY (ISSN 0890-8826) (GST #123397457) is published monthly, except for March and August when two issues are published in national and separate editions, by The Cahners Publishing Company (Subscription includes all issues). Cahners Publishing Company is a Division of Reed Publishing USA, 275 Washington St., Newton, MA 02158-1630. Terrence M. McDermott, President; Frank J. Sibley, Executive Vice President; Charles E. Moodhe, Senior Vice President/General Manager, Chicago Division; Jerry D. Neth, Senior Vice President/Publishing Operations; J.J. Walsh, Senior Vice President/Finance; Thomas J. Dellamaria, Senior Vice President/Production and Manufacturing; Ralph Knupp, Vice President/Human Resources. Circulation records are maintained at Cahners Publishing Company, 44 Cook St., Denver, CO 80206-5800. Phone: 303/388-4511. Second-class postage paid at Denver, CO 80206-5800 and additional mailing offices. **Postmaster: send address corrections to *SECURITY* P.O. Box 173377, Denver, CO 80217-3377.** ***SECURITY*** copyright 1991 by Reed Publishing USA; Ronald G. Segel, Chairman and Chief Executive Officer; Robert L. Krakoff, President and Chief Operating Officer; William M. Platt, Senior Vice President. Annual subscription rates for non-qualified people: USA, $59.95; Canada/Mexico, $89.95; other countries, $115 for surface mail and $165 for air mail. Single copies are available for $10, $14 and $18 (USA, Canada/Mexico and foreign). Product source guide is available for $50. Please address all subscription mail to ***SECURITY***, 44 Cook St., Denver, CO 80206-5800. ***SECURITY*** is a registered trademark of Reed Properties Inc., used under license.

SECURITY NEWS

Reports and incidents that impact security.

PHONE CRASH

Phone Crash Bugs Security

Tripped up by a tiny code bug, Bell Atlantic and Pacific Telesis networks malfunctioned in a series of summer crashes that hit 10 million phones.

The cuts reheated talk of dial-up dependency.

Rod Uffindell of Denalect Alarm, Walnut Creek, Calif., feels phone companies and digital communicators force submission. It's belt and suspenders time, advises Craig Leiser of National Guardian, Minneapolis, Minn. "It's easier for national and regional firms to overcome (a local switch)." In the summer jolt, 800 service operated.

"Short- and long-range radio. Cable TV. Derived channel. Satellite when cost's no object. The future may be cellular," suggests Leiser.

"There's no one answer; only options," concludes Bob Bonaface, president, Alarm Detection Systems of Illinois, Aurora, Ill. He survived the Hinsdale, Ill. fire, which cut phones for weeks, not minutes.

BUSINESS

Radionics Long-Range

Long-range radio got a boost with news of FastLink from Radionics of Salinas, Calif. Using Israeli-developed signal modulation/decoding that transmits faster, it cuts through messy business bands, says Radionics Rich Ader. It has proprietary security uses — business parks and college campuses, for example.

Switchboards crashed at thousands of businesses recently because of telephone company software problems.

Wireless CCTV protects peregrine chicks.

ANIMAL RIGHTS

The Price of Animals

Nature's consquences are security's growing headache.

Menace from radical animal rights advocates have somewhat lessened, following a full-court press by the American Medical Association (AMA), Congress, the Surgeon General and President George Bush.

Congress is now considering a bill making crimes against medical research facilities a federal offense.

At the same time and with intensifying regularity, thieves target nature, taking everything from rare tree bark to costly ostrich eggs.

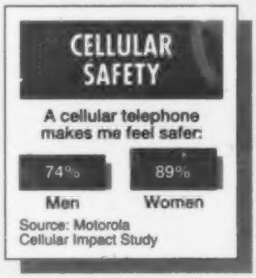
"It's a time of high sensitivity," says Edward Lee of Lee Group, Falls Church, Va., a broad-based security consultant firm. Lee writes a newsletter on prevention of crime by animal activists.

From forests to ranches, well-bred thieves are stealing plants and animals, not to make a point but a dollar.

Also affected are urban areas. For instance, the Commerce Bank in Kansas City, Mo., has a Diebold wireless color CCTV system on its roof to guard endangered peregrine falcon chicks. Video sent to the bank's lobby provides public viewing, too.

BRIEFS

An NIST report, **Intelligent Building Technology in Japan**, discusses approaches compared to U.S. Send self-addressed mailing label to Arthur Rubin, A313 Building Research Bldg., NIST, Gaithersburg, MD 20899. **The National Fire Sprinkler Assocation** of Patterson, N.Y., has international memberships for sprinkler manufacturers and installers doing business outside the U.S. **Burton E. Morrow** is the new Metro Transit Police Chief, says the Washington (D.C.) Metropolitan Area Transit Authority. **Jeffrey A. Dingle, CPP**, is named director of security at The Carter Presidential Center, Atlanta, Ga. **Charles (Charlie) A. Fulker** died in June — most recently he was vice president of marketing and business development for Indala Corp., San Jose, Calif. **SecurityLink Corp.** relocates to Oak Brook, Ill., from Orange, N.J.; and **James M. Covert** is named SecurityLink chief executive. **Sergeant Larry Gentry** of the Highland Park, Tex., Police Department is National Burglar and Fire Alarm Association Police Officer of the Year. **Captain Robert England**, a 25-year veteran of the Springfield, Ill., Fire Department is National Burglar and Fire Alarm Association Fire Fighter of the Year.



Source: Motorola Cellular Impact Study

Cellular phones impact personal safety. Security also uses cellular for alarm signals.

SECURITY SERVICES

A guide to selecting and staying informed on security services.

Contract Officer Pay Creeps Upward — Slowly

By Bill Zalud
Editor

Contract officer compensation continues to creep up slowly, according to a national survey by SECURITY Magazine. Nearly half of firms with contract officers now pay $9 or more per hour for the service.

More importantly, says service firm executives, a variety of standard and innovative compensation programs — from medical benefits to incentives and rewards — helps attract higher quality entry-level labor as well as keeps the best officers longer.

Government Regulation

The marketplace, by and large, determines officer pay and, to a lesser extent, screening/training needs. A bill introduced in Congress by U.S. Senator Albert Gore may change that and push up costs, too.

It aims to regulate private officers through standardized federal hiring and training guidelines. See separate article in this month's Security Services.

Yet, no matter what mandates or *de facto* standards apply, buyers of officer services see price as a primary factor. The biggest part of the contract, of course, is officer pay. But the personnel extras, on top of pay, are important and growing.

"Today, the better firms offer both tangible and intangible benefits to their employees," comments Carol Klessig, vice president of sales, ITS Security Officers, Cleveland, Ohio. Klessig's firm provides contract security services and officers nationwide. It also offers particular services to the aviation industry, including security-related officers and screeners.

Fair Pay a Foundation

"Compensation is a foundation that starts with fair pay," says Klessig. For example, ITS conducts on-going, prevailing wage surveys that include U.S. Department of Labor statistical research as well as data on average wages by geography, type of business and type of officer assignment.

Organizations that already have contract officers should also insist upon yearly wage surveys, says the experts. "The Federal Aviation Administration, for one, mandates it," adds Steve Cadwell of ITS.

Pay Fluctuates Widely

Wage surveys do more than paint a broad picture. "There are critical fluctuations in base pay directly related to the economy and to differences in various parts of the country," the ITS vice president points out. For instance, officer pay along the eastern corridor and in urbanized areas tends to be higher than in other parts of the country.

Recent SECURITY Magazine research also has found, for example, government agencies often compensate at a much higher rate than industrial, institutional or service sectors. Compensation also varies considerably by type of officer assignment as well.

"There are other tangibles in addition to pay," adds Klessig. Some contract firms now offer group health programs, vacation and holiday packages as well as dollar-driven incentives and rewards. At times, these extras are bundled into a total contract proposal. Sometimes, firms spell out the additions as menu items from which a contracting organization can pick and choose.

Unbundle Costs

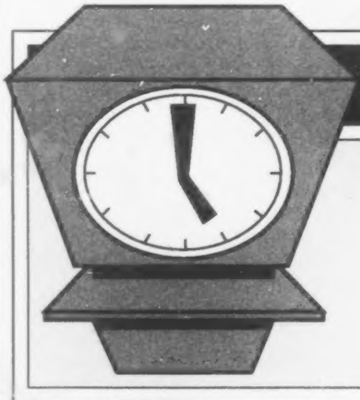
"Companies need to better weigh compensation packages of various contract service sources" before signing on the dotted line, advises ITS's Klessig, who strongly urges purchasers to demand contract firms show on paper and in detail what they provide. "What's missing will be more evident," she contends.

Wage surveys help set fair pay levels.

The intangibles also contribute to effective compensation programs for contract security officers.

A lot of contract companies have similar hiring and screening practices. Differences, instead, appear in supervision, motivation, a firm's management core and training.

"Look to contract firms that are growing," suggests Klessig. "They have a vibrant management core and active supervision that supplements compensation and motivates officers in the field."



CONTRACT OFFICER PAY
What security pays per hour:

Under $6	8%
$6-6.99	17%
$7-7.99	14%
$8-8.99	14%
$9-10.99	32%
$11 and over	15%

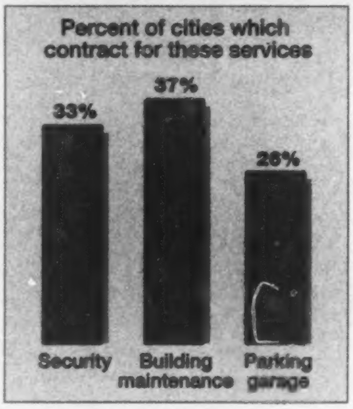
Source: SECURITY Magazine

What security pays a contract firm for per hour officers varies with almost half at $9 or higher.

SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.

CITIES PRIVATIZE SECURITY FUNCTION



Source: The Mercer Group Inc.

One third of cities look to outside providers for security services.

PRIVATIZATION

Services Win Cities' Affinity

One-third of American cities say that private is better when it comes to choosing security services.

The 1990 Privatization Survey of 82 cities conducted by The Mercer Group, Atlanta, finds that all responding local governments contract out at least one service to a private company. While food service, major construction and building maintenance lead the services cities contract for, a respectable 33 percent of cities turn to private firms for their security needs.

Jim Mercer, Mercer Group president, anticipates brisk growth in the number of cities which choose to privatize their security functions.

The average contract length for a security service ranges from three to five years, the survey finds. Fire protection is among the categories most likely to solicit multimillion dollar contracts.

All respondents realized financial savings from privatization.

TERRORISM

Terrorism Plunges 10 Percent; Experts Forecast 1991 Upsurge

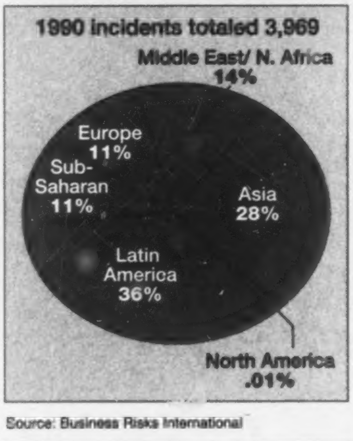
Stepped-up, pre-Gulf War security translated to the first decline in three years for worldwide terrorist attacks.

Business Risks International (BRI), Nashville, reports that terrorist attacks numbered 3,969 in 1990, down from 4,422 in 1989. Business interests remain terrorists' target of choice, with 1,324 attacks worldwide. Of these attacks, 45 were directed at U.S. firms. Despite the overall incident decrease, attacks against all U.S. interests increased 20 percent since 1989, and terrorist acts killed 12 Americans.

Gene Mastrangelo, BRI's manager of Risk Assessment Information Service (RAIS), says the Gulf War and its aftermath will likely accelerate terrorist attacks against Western interests this year and in the future.

Latin America remains the area with the most terrorist attacks; Peru led all countries worldwide with 508 terrorist attacks in 1990.

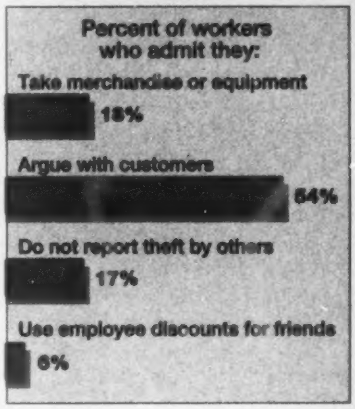
1990 INTERNATIONAL TERRORIST INCIDENTS



Source: Business Risks International

Due to rounding, 1990 terrorist incidents exceed 100 percent.

SUPERMARKET EMPLOYEES BAG SECURITY PROBLEMS



Source: London House Inc.

A 100-store chain loses $2 million to $17 million yearly to employee theft.

EMPLOYEE THEFT

Supermarket Workers Cart Away Groceries, Cash, Supplies

Supermarket employees who admit to stealing took, on average, $143.52 from their employers in 1990.

The 1990 Second Annual Report on Employee Theft in the Supermarket Industry, conducted by London House, Park Ridge, Ill., finds that close to half of responding employees — 46 percent — admitted to stealing in 1990. In addition, 49 percent say they helped coworkers steal, up from 39 percent in 1989. On-the-job defiance is another serious, growing problem; 54 percent argue with customers, up from 37 percent in 1989. Some good news: Fewer workers used employee discounts for friends in 1990.

Another study of grocery shrinkage conducted by the Food Marketing Institute, Chicago, finds that supermarket employees are responsible for 49 percent of shrinkage, customers 24 percent. Receiving and damage losses account for another 19 percent of shrinkage.

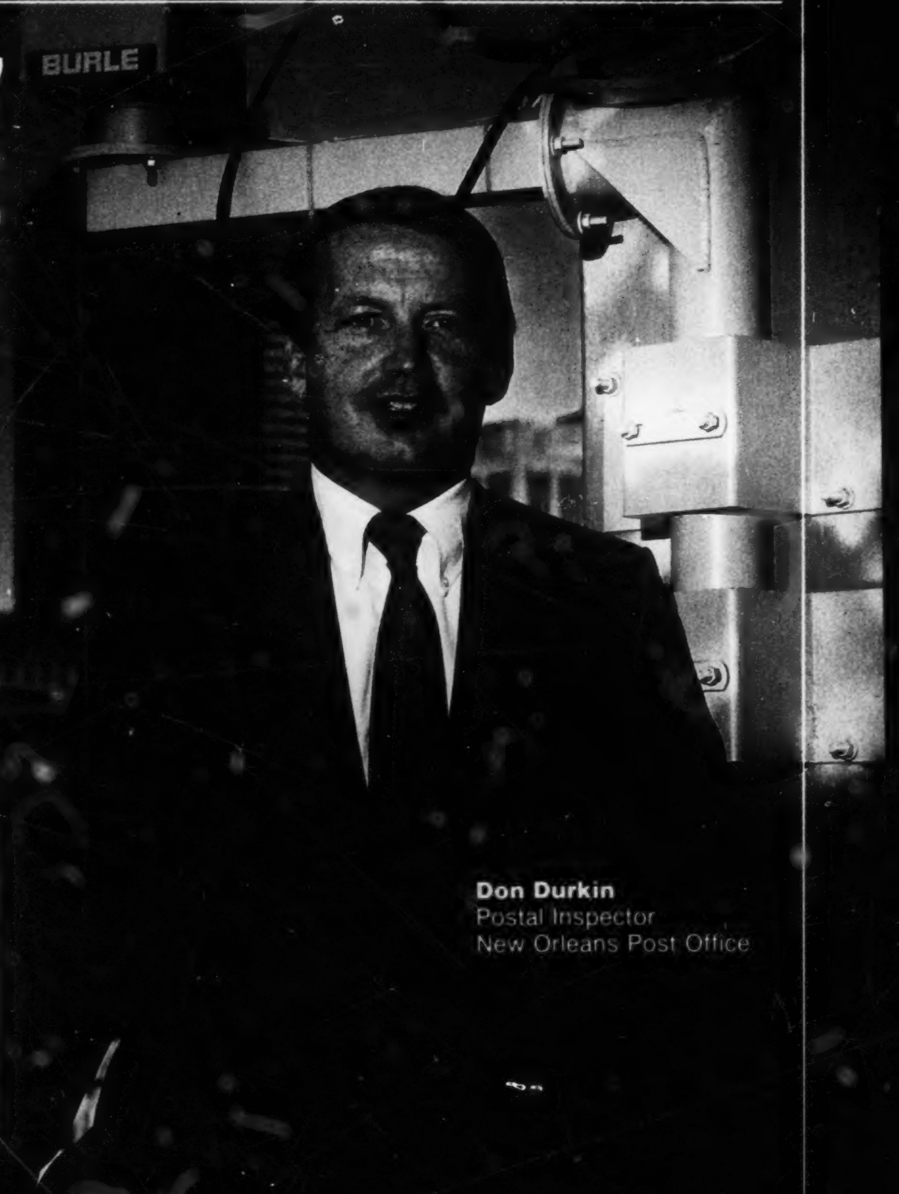
Services: Officers, Monitoring, Surveillance and More! p. 33

C1850-12A

A CAHNERS PUBLICATION OCTOBER 1991

SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS



NOVEL CCTV POST OFFICE PACKAGE p. 24

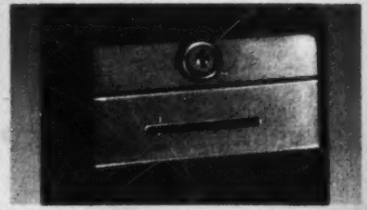
Designing In Protection p. 29

Autopan Relief p. 51

Systems Update: Access, Video, Intrusion p. 53

Executive Survival p. 57

Equipment Focus: Outdoor Readers p. 58



Don Durkin
Postal Inspector
New Orleans Post Office

SECURITY®

THE MAGAZINE FOR SECURITY DECISION MAKERS

A CAHNERS PUBLICATION/VOLUME 28, NUMBER 10/OCTOBER 1991

DEPARTMENTS

7 Editorial/Masthead

9 Security News
Safety campaign; smoking ban; antipollution laws; Social Security scam; and more.

17 Idea Exchange
Advanced vertical access control; anti-fraud receipts; video ID; safer safes; cleaner card readers.

The Beam Me Up System authorizes access to specific building levels and reduces officer needs. (p. 9)

23 Issues
Avoid legal pitfalls while conducting a security-related investigation.

82 Security Indicators
Fingerprint terminals rank as high security; CCTV buying plans; Business Crime Index.

FEATURES

24 Cover Story
POSTMARK SECURITY
Neither rain nor sleet nor snow will deter the newly installed equipment from delivering its security responsibilities.

Don Durkin designed a new security system at the main New Orleans Post Office, while Bill Bozeman of Delta Audio-Visual Security installed it. (p. 24)

29 SECURITY BY DESIGN
Making security a priority in construction projects — expert consultants offer their advice.

33 SPECIAL REPORT: SECURITY SERVICES
Services provide cost-effective solutions to expanding demands.

51 AUTOPAN PROBLEMS
Review some of the problems and solutions that exist today for the use of pan/tilt technology.

53 HOT SYSTEMS, TECHNOLOGY POINT TO WIDENING FUTURE
New introductions in access, CCTV, intrusion stress systems and more open architecture.

On the Cover
Postal Inspector Don Durkin delivers the New Orleans CCTV Post Office security package. (p. 24)

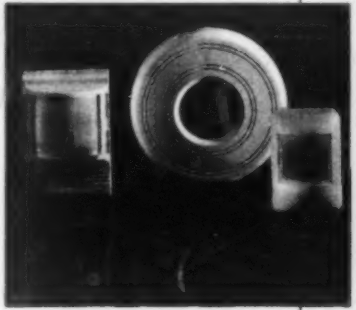
SERVICES

57 Body — Protecting VIPs from Harm
Security services can help with VIP and corporate executive protection.

EQUIPMENT FOCUS

58 Outdoor Card Readers Provide Durable, Reliable Access Control
Card Readers for outdoor and harsh environment use.

63 Product Update



Find out what's hot in the product field, including these infrared motion detectors. (p. 63)

79 Classifieds

73 Reader Service Cards

Cahners Publishing Company, A Division of Reed Publishing USA ☐ Specialized Business Magazines for Building & Construction ☐ Research ☐ Technology ☐ Electronics ☐ Computing ☐ Printing ☐ Publishing ☐ Health Care ☐ Foodservice ☐ Packaging ☐ Environmental Engineering ☐ Manufacturing ☐ Entertainment ☐ Media ☐ Home Furnishings ☐ Interior Design ☐ and Lodging. Specialized Consumer Magazines for Child Care ☐ Boating ☐ and Wedding Planning.
SECURITY (ISSN 0890-8826) (GST #123397457) is published monthly, except for March and August when two issues are published in national and separate editions, by The Cahners Publishing Company (Subscription includes all issues). Cahners Publishing Company is a Division of Reed Publishing USA, 275 Washington St., Newton, MA 02158-1630. Terrence M. McDermott, President; Frank J. Sibley, Executive Vice President; Charles E. Moodhe, Senior Vice President/General Manager, Chicago Division; Jerry D. Neth, Senior Vice President/Publishing Operations; J.J. Walsh, Senior Vice President/Finance; Thomas J. Dellamaria Senior Vice President/Production and Manufacturing; Ralph Knupp, Vice President/Human Resources. Circulation records are maintained at Cahners Publishing Company, 44 Cook St., Denver, CO 80206-5800. Phone: 303/388-4511. Second-class postage paid at Denver, CO 80206-5800 and additional mailing offices. **Postmaster: send address corrections to *SECURITY* P.O. Box 173377, Denver, CO 80217-3377.** ***SECURITY*** copyright 1991 by Reed Publishing USA; Ronald G. Segel, Chairman and Chief Executive Officer; Robert L. Krakoff, President and Chief Operating Officer; William M. Platt, Senior Vice President. Annual subscription rates for non-qualified people: USA, $59.95; Canada/Mexico, $89.95; other countries, $115 for surface mail and $165 for air mail. Single copies are available for $10, $14 and $18 (USA, Canada/Mexico and foreign). Product source guide is available for $50. Please address all subscription mail to ***SECURITY***, 44 Cook St., Denver, CO 80206-5800. ***SECURITY*** is a registered trademark of Reed Properties Inc., used under license.

SECURITY NEWS

Trends and forecasts for determining loss prevention needs.

UNDER ATTACK

Plugging Leaks

Calling it an embarrassing and difficult time for employees, Procter & Gamble (P&G) Chairman Edwin Artzt conceded "an error of judgment." But "we had a clear legal right to (ask police) to investigate potential damaging leaks of confidential information," Artzt wrote in a letter to employees last month.

Four months earlier, the Wall Street Journal printed articles heralding a P&G executive vice president's resignation and P&G plans to sell some food brands. Written by Alecia Swasy of the Journal's Pittsburgh office, the articles quoted "insiders" and "current and former P&G managers." P&G suggested "highly confidential and proprietary company business information" had been disclosed. "Fiduciary responsibility" required the police, said P&G.

The Journal reports were a final straw in a pattern of leaks since early 1991. P&G spokesperson Sydney McHugh has told reporters the decision to go to police was made by Corporate Security Director James Jessee, CPP, after review "at several levels."

Jessee's action was based upon two state laws. One makes disclosure of trade secrets, unpublished business plans and financial information a felony. Another makes "disclosing any confidential matter or information" without an employer's consent a misdemeanor.

Police assigned Colonel Ed Ammann and investigator Gary Armstrong to the case. The Hamilton County prosecutor's office, according to first assistant prosecutor Terry Gaines, then asked a grand jury to subpoena Cincinnati Bell Telephone records to determine people who called the Journal reporter at her office and home to match against P&G office numbers.

Gaines contends the subpoena "wasn't very broad." A SECURITY Magazine source indicates a computer search of over 40 million telephone calls made between March 1 and June 15 by the 655,000 telephones in area code 513. Flagged: originating numbers of long distance calls to the Journal reporter.

P&G now says the inquiry found insufficient evidence to prosecute. It was also learned the police investigator was a part time P&G employee. The situation has drawn continued, critical national coverage. Criticism centers on P&G's very broad definition of trade secrets and proprietary information, suggesting the tactic aimed at cutting down employee talk with reporters.

In his September letter, Artzt lamented, "We created a problem larger than the one we were trying to solve."

P&G Corporate Security Director James Jessee, CPP, called the police in an effort to stop leaks.

SAFETY CAMPAIGN

Shirley Jones and Arnold Palmer are National Fire Sprinkler spokespersons.

Look Up For Safety

The National Fire Sprinkler Association of Patterson, N.J., kicks off National Fire Prevention Week, Oct. 6-12, with their Look Up for Safety campaign. The association has hired veteran golfer Arnold Palmer and singer/actress Shirley Jones as official spokespersons for the national campaign.

SMOKING BAN

National Smoking Ban?

What may be the biggest hot potato ever is coming closer to the laps of Labor Department officials.

The National Institute for Occupational Safety and Health in mid-July issued a report recommending employers ban smoking in the workplace. The institute is part of the Public Health Service. It recommends action for the Labor Department's Occupational Safety and Health Administration to take.

BRIEFS

Anthony L. Mudford, vice president and general manager of Detex Corp., led a 10th anniversary celebration of the company's relocation to New Braunfels, Tex., recently. ☐ **Brian M. Peary** has been named National Sales Manager of Intercept Systems, Inc., Madison Heights, Mich. Intercept has home security products and home and vehicle monitoring. ☐ **CASI-RUSCO President David Schuldt** is on a roll. Teamed with business partners, it landed major access contracts with Baltimore-Washington International Airport, National Bank of Canada, Kennedy Space Center and Pratt & Whitney of Jupiter, Fla. ☐ **Science Applications International Corp.** of San Diego, Calif., won a multi-million dollar contract for installation of its Euroscan Security System at freight handling facilities in the Eurotunnel. ☐ **Michael K. Hebeka**, owner of the Ashland Food Center in Toledo, Ohio, was indicted on federal charges that he allegedly conducted a $7.2 million food stamp fraud. ☐ **Gerald S. Amster** of New York City recently was honored at International Inventors Expo for a switching system that uses motion detection to handle more cameras than frequency multiplexing.

CCTV CONTROLS

Among CCTV users

13%

have a matrix, CPU-based video control system.

Source: SECURITY Magazine

Digital controls are a powerful attraction.

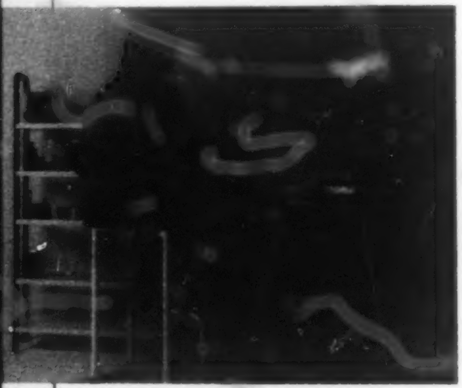
Progress Report: Drug Tests

By Jim Carraher

Drug testing has experienced tremendous growth since 1986 when then-President Reagan issued Executive Order 12564, which established a federal drug testing program and triggered greater awareness of the effects of workplace substance abuse.

This Executive Order, federally mandated testing in the transportation and defense industries and the Drug Free Workplace Act of 1988 — which requires federal contractors to establish drug free workplaces — were the impetus for private sector drug testing.

Most of the companies which test for drugs do so because employee substance abuse threatens workplace safety and health, lowers productivity and costs the American economy billions of dollars each year through increased benefits and workers' compensation claims. Identifying and treating drug users results in marked improvements in these and other areas of concern in the workplace. However, steady patterns of use for one legal substance — alcohol — indicate a need for incorporating alcohol testing into substance abuse programs to ensure full effectiveness.



Use of illegal drugs is decreasing; and alcohol consumption is growing.

Testing Trends

Hit hardest by rampant drug use, the country's largest corporations were the private sector pioneers. Their drug testing programs provoked immediate and measurable results. Today, large companies still conduct the majority of employee drug tests. A 1990 Bureau of Labor Statistics report finds that more than 67 percent of large companies (5,000 or more employees) drug test, compared with only 1.1 percent of very small companies (1-9 employees) that test.

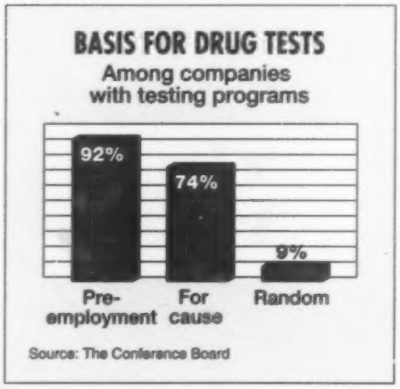
This imbalance threatens smaller firms. In response, small companies will increasingly adopt drug testing programs to limit the risk of becoming a haven for drug abusers.

Most workplace drug testing programs include pre-employment testing of job candidates and "for-cause" testing of employees in cases of reasonable suspicion. Random testing has been reserved primarily for employees filling security and "safety-sensitive" positions. Pre-employment and "for-cause" testing dominate because they are supported by the courts and employees alike.

Changing Patterns

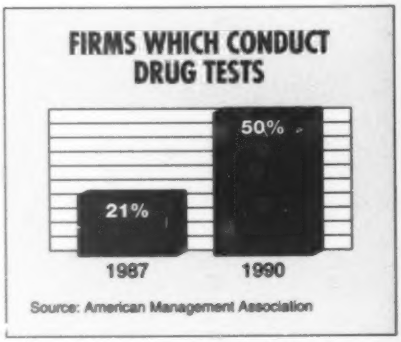
Undoubtedly, the nation's highly visible drug problem influences the increase in workplace drug testing and the support testing receives from employees.

Taking the lead from federal drug testing programs, most private programs test to detect the following illicit substances in human urine samples: cocaine; opiates (heroin); cannabinoids (marijuana); amphetamines (speed); and phencyclidine (PCP). Recent patterns of household drug use indicate that drug testing, coupled with national education and law enforcement efforts, has reduced abuse of these and other illicit substances in the U.S.



Source: The Conference Board

Court-supported pre-employment and "for cause" testing are most common.



Source: American Management Association

The number of employers which drug test has more than doubled in three years.

Workplace drug testing program results support these findings. San Diego-based PoisonLab Inc., a drug testing lab which conducts 3,000 tests a week for local employers, reports a recent reduction in positive drug tests, from 25 percent in 1987 to 10 percent in 1990.

The Less Publicized Problem

According to the National Institute on Drug Abuse, an estimated one in five workers age 18 to 25 and one in eight age 26 to 34 use alcohol on the job. A study by the University of Michigan's Institute for Social Research finds that 75 percent of college students report monthly alcohol use.

Alcohol is the most widely abused substance in the U.S. The National Institute on Alcohol Abuse and Alcoholism reports that one in every 10 people has an alcohol problem and estimates that the U.S. loses $102 billion a year in productivity directly related to alcohol abuse.

Currently, only half of all companies that drug test incorporate alcohol testing in their substance abuse programs, according to a Conference Board report. As workplace abuse of illegal substances continues to drop, and alcohol abuse becomes more recognizable, alcohol testing will increasingly be adopted as a necessary component of workplace substance abuse programs.

Jim Carraher is marketing manager for Drugs-of-Abuse Testing at Palo Alto, Calif.-based Syva Company, a developer and manufacturer of diagnostic tests and instrument systems for drugs-of-abuse testing.

Service Briefings

AIRPORT SCREENING

ITS Bounty Honors Discerning Screeners, Defeats Terrorists

International Total Services (ITS), Cleveland, is extending by another year its bounty which emphasizes the importance of airport screener attentiveness.

ITS — which serves 125 airports throughout the U.S. — extends a $50,000 reward to pre-board screening agents who thwart any domestic terrorist act aimed at any air carrier. All U.S. pre-board screeners are eligible for the reward, whether or not they work for ITS. It's reserved for those who monitor X-ray machines and magnetometers which identify restricted weapons and explosive devices.

Bob Weitzel, president and CEO, ITS, says that when properly combined with aptitude and drug tests and other effectiveness incentives, the bounty program helps improve the quality of pre-board screeners.

"Having the best equipment in the world doesn't mean a thing unless you have hand-picked, trained and motivated people dedicated to performing their jobs correctly," Weitzel says.

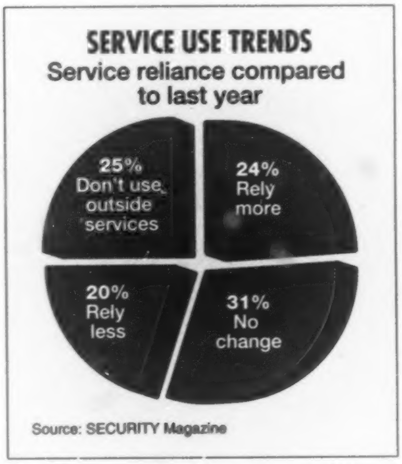
TRENDS

More Organizations Rely on Security Service Providers

Three quarters of organizations — 75 percent — now rely on outside service providers for help with security-related tasks.

So says SECURITY Magazine's Third Quarterly Telephone Survey. Among service subscribers, 24 percent have increased reliance on security services since last year. Firms with small proprietary staffs most often use outside services. Among these firms, 31 percent use services more this year than last.

Finance — more than other segments — has increased its reliance on outside sources. One of three of financial respondents say they turn to services for help more often this year than last.


SERVICE USE TRENDS
Service reliance compared to last year

Source: SECURITY Magazine

Nearly one quarter of security decision makers increased reliance on services since last year.

LEGISLATION

Guardsmark Endorses Proposed Standards For Security Officers

Ira Lipman, president of Memphis, Tenn.-based Guardsmark Inc., voices loud support for Senator Albert Gore's June 11 proposal which calls for security industry national hiring standards. The legislation would set minimum screening and training standards.

"This bill is a milestone in our campaign to elevate the quality of the private security industry," says Lipman. "Security officers now outnumber police by more than two-to-one, and this will increase to three-to-one by the year 2000. Yet in many states there are no minimum requirements for training and education, no tests for mental fitness, no check of criminal records. In no other industry can a convicted felon obtain a position of trust so easily as in private security."

The Security Officer Employment Standards Act of 1991 sets minimum standards which each state will have to implement to receive federal grant money. The bill also requires federal agencies to adhere to the same minimum standards when hiring security officers. The standards include reference checks, criminal records screening, psychological testing and credit checks. Training in fire prevention, first aid, crowd control, technical report writing and other skills will also be mandated. The proposal calls for periodic retraining, too.

PRE-EMPLOYMENT SCREENING

Equifax Pre-Employment Service Delivers "Right Fit" Info

Equifax Employment Services, Atlanta, wants to help businesses make better employment decisions.

Its Employment Service delivers factual information through background investigations to help organizations make fair, objective hiring decisions. Equifax tailors the service to particular businesses, industries and positions. Clients can request job-relevant motor vehicle records (MVRs) and credit histories or full education, employment, military and criminal histories.

"Equifax pre-employment information is a sound investment that pays long-term dividends by helping ensure the right fit for first-time maximum productivity," says David Karas, market manager. "Pre-employment information also helps avoid wasted expenses, negligent hiring suits and employee theft."

For More Information

ABM Security Services	**Circle 300**
Compaq Computer Corp.	**Circle 301**
Diebold Inc.	**Circle 302**
Equifax	**Circle 303**
Guardsmark	**Circle 304**
ITS	**Circle 305**
InPhoto Surveillance	**Circle 306**
Krout and Schneider	**Circle 307**
London House	**Circle 308**
Patrick Mahoney/IAPSC	**Circle 309**
NESS Corp.	**Circle 310**
Pinkerton Investigation Services	**Circle 311**
Syva	**Circle 312**

SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.

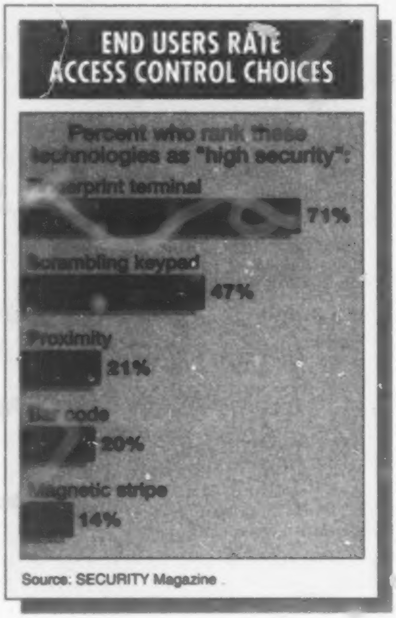
ACCESS CONTROL

Fingerprint Terminals Capture Users' Praise

Maintaining high security is a snap when fingerprint terminals provide the access control, say respondents to SECURITY Magazine's 1991 Third Quarterly Telephone Survey.

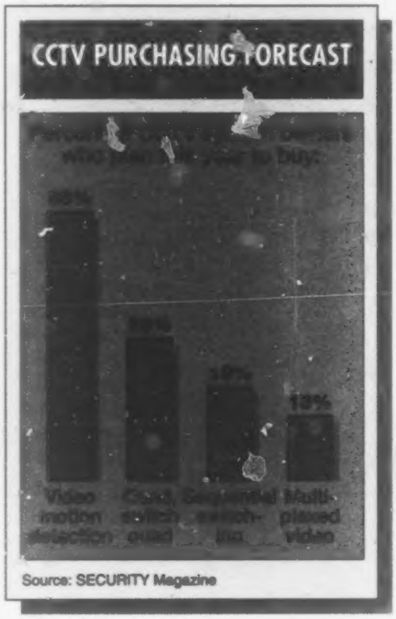
When asked to rate diverse access control technologies as "low, medium or high security," 71 percent of security decision makers rank fingerprint terminals as "high security." Another biometric device, the retinal eye scan terminal, also registers tall marks; 66 percent rank it as "high security."

Respondents most frequently rank card-based access control systems such as Wiegand, bar code, magnetic stripe and proximity as "medium security devices." With the exception of proximity, end users are tentative about these technologies' high security merits.


END USERS RATE ACCESS CONTROL CHOICES

Source: SECURITY Magazine

Users favor biometrics for highest security applications.


CCTV PURCHASING FORECAST

Source: SECURITY Magazine

CCTV buying plans indicate highest enthusiasm for video motion detection.

CCTV

Video Motion Detection Leads Off CCTV Wish List

The majority of users set the same one-year priority when it comes to CCTV products.

So says SECURITY's 1991 Third Quarterly Telephone Survey, which finds that 55 percent of security decision makers plan to buy video motion detection equipment within the next year. Among financial respondents, 83 percent say they will add this technology to their CCTV system in the next 12 months.

Slow scan and quad systems are also high on buyers' shopping lists. Among retail respondents, 50 percent will purchase slow scan products in the next year.

Institutions' robust purchasing plans span several CCTV component categories. Fifty percent of institution-based respondents plan to buy quad, multiplexed video or matrix CPU-based video components in the next year.

BUSINESS CRIME INDEX

Incident Frequency Inches Up After Nine-Month Tumble

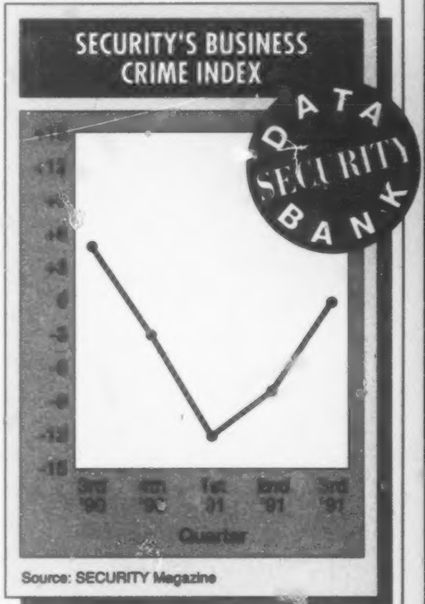
Security incidents are on the rise for the second consecutive quarter.

So says SECURITY Magazine's Business Crime Index, which reflects incident levels among a demographically-balanced segment of security decision makers.

The incident decline which security observed throughout the Persian Gulf Crisis and the Gulf War ended in second quarter 1991, when respondents experienced an average four percent increase. Incidents rose another eight percent in third quarter 1991.

On average, 28 percent of respondents experienced an incident increase in the most recent quarter. Another 17 percent saw an incident decrease. Fifty-five percent reported little change since second quarter 1991.

An independent research firm solicits Business Crime Index incident data while interviewing quarterly telephone survey respondents.


SECURITY'S BUSINESS CRIME INDEX

Source: SECURITY Magazine

Third Quarter 1991 saw the second consecutive incident increase.